



Challenge, Opportunity & Achievement

# Managing Concerns and Complaints

## POLICY

### PURPOSE

Stawell west primary school welcomes feedback and encourages parents to raise any issues so that they can be dealt with in a timely and professional manner. From time to time, parents and guardians may have concerns that they wish to take up with the school. Our aim is to work with the school community to support each student's needs. We can only do this through a cooperative approach.

The following procedure should be used to assist parents in addressing any concerns within the school community. These procedures have been developed in consultation with the school community and approved by school council.

### GUIDELINES

Raise the matter by verbal or written communication to the school. Please remember that the person you wish to speak to - principal, learning centre coordinator or teacher - may have other commitments at the time of your communication. You should make an appointment to see the appropriate person especially if the matter is of a serious nature. Outline the seriousness of your issue with the person you initially speak to if you believe an urgent response is necessary.

If you feel the issue is not resolved, please make an appointment to see the principal. Inform them of the nature of the issue when you make the appointment.

Following your meeting with the principal you may need:

To provide further information

To be available for further discussion with appropriate people within the school

To consider the involvement of DET guidance officers, psychologists, social workers or personnel from community agencies

All issues and complaints must ultimately be resolved at the school level in order to provide the best possible outcome for students.

Stawell west primary school is committed to seeking a resolution to all concerns sensitively and with a commitment to listening and responding to parents' concerns positively and professionally. Therefore, we ask that all parties conduct any interactions in a positive manner and refrain from verbal abuse and/or threatening behaviour.

If any interaction between parents or members of the public and school based personnel involves such unacceptable behaviour, any discussion or meeting will be terminated. Discussions may only continue at an appropriate time when an agreement to continue in a professional and positive manner is given.

### REVIEW PERIOD

<b><i>Ratified by School Council</i></b>	<b><i>Date:</i></b>	11 <sup>th</sup> December 2018
<b><i>Signed</i></b>	<b><i>Principal:</i></b>	Jim O'Brien
	<b><i>School Council President:</i></b>	Lindy Chester
	<b><i>Next Review Date:</i></b>	December, 2020