



Iramoo Primary School No. 5152

COMPLAINTS Policy

PURPOSE

The purpose of this policy is to:

- provide an outline of the complaints process at Iramoo Primary School so that parents and members of the community are informed of how they can raise complaints or concerns about issues arising at our school
- ensure that all complaints regarding our school are managed in a timely, effective, fair and respectful manner.

SCOPE

This policy relates to complaints brought by parents, carers, students or members of our school community and applies to all matters relating to our school. In some limited instances, we may need to refer the complainant to another Department of Education and Training process where there are different mechanisms in place to review certain decisions, for example, expulsion appeals.

POLICY

Iramoo Primary School welcomes feedback and is committed to continuous improvement. We value open communication with our families and are committed to understanding complaints and addressing them appropriately. We recognise that the complaints process provides an important opportunity for reflection and learning.

We value and encourage open and positive relationships with our school community. We understand that it is in the best interests of students for there to be a trusting relationship between families and our school.

When addressing a complaint, it is expected that all parties will:

- be considerate of each other's views and respect each other's roles
- be focused on resolving the complaint, with the interests of the student involved at the centre
- act in good faith and cooperation
- behave with respect and courtesy
- respect the privacy and confidentiality of those involved, as appropriate
- operate within and seek reasonable resolutions that comply with any applicable legislation and Department policy
- recognise that schools and the Department may be subject to legal constraints in relation to their ability to act or disclose information in some circumstances.

Preparation for raising a concern or complaint

Iramoo Primary School encourages parents, carers or members of the community who may wish to submit a complaint to:

- carefully consider the issues that you would like to discuss
- remember that you may not have all the facts relating to the issues that you want to raise
- think about how the matter could be resolved
- be informed by checking the policies and guidelines set by the Department and Iramoo Primary School.

Complaints process

Iramoo Primary School is always open to discussing with parents/carers and community members any concerns that they may have. **Concerns related to your child in the first instance should be directed to your child's teacher.** Where possible, school staff will work with you to ensure that your concerns are appropriately addressed.

Where concerns cannot be resolved in this way, parents/carers or community members may wish to speak with the relevant member of our school leadership team or make a formal complaint in writing to the Principal.

In most cases, depending on the nature of the complaint raised, our school will seek to understand the issues and either telephone or arrange a meeting with the aim of resolving the complaint. The following process will apply:

- Complaint received: Either email, telephone or arrange a meeting through our main office with the teacher or a member of our school leadership team to outline your complaint so that we can fully understand what the issues are. We can discuss your complaint in a way that is convenient for you, whether in writing, in person or over the phone.
- Information gathering: Depending on the issues raised in the complaint, school staff may need to gather further information to properly understand the situation. This process may also involve speaking to others to obtain details about the situation or the concerns raised.
- Response: Where possible, a meeting will be arranged with relevant staff from our school to discuss the complaint with the objective of reaching a resolution satisfactory to all parties. Alternatively, a response to the complaint may be provided by the school in writing.

Timeline

Iramoo Primary School will acknowledge receipt of your complaint as soon as possible (usually within two school days) and will seek to resolve complaints in a timely manner. Depending on the complexity of the complaint our school may need some time to gather enough information to fully understand the circumstances. Our school will endeavour to complete any necessary information gathering and hold a resolution meeting where appropriate within 10 working days of the complaint being raised. In situations where further time is required, we may consult with you and discuss interim solutions that may be put in place.

Resolution

If a concern or complaint is substantiated in whole or part, the school will seek to resolve the matter by either:

- providing an explanation or further information about the issue
- an apology or expression of regret
- a change of decision
- a change of policy, procedure or practice
- offering the opportunity for student counselling or other support
- other actions consistent with school values that are intended to support the student, parent and school relationship, engagement, and participation in the school community.

In some circumstances, Iramoo Primary School may ask you to attend a meeting with an independent third party, or participate in a mediation with an accredited mediator to assist in the resolution of the dispute.

Escalation

If you are not satisfied that your complaint has been resolved by our school, or if your complaint is about the Principal and you do not want to raise it directly with them, then the complaint should be referred to the South Western Victoria Region offices by contacting swvr@education.vic.gov.au or telephone 1300 333 232.

Iramoo Primary School may also refer a complaint to South Western Victoria Region if the school believes that they have done all they can to address the complaint.

For more information about the Department's *Parent Complaints* policy, including the role of the Regional Office. See: <https://education.vic.gov.au/parents/going-to-school/Pages/school-complaints.aspx>

FURTHER INFORMATION AND RESOURCES

www.iramooops.vic.edu.au/our-school/#policies

www.education.vic.gov.au/parents