



Bimbadeen Heights P.S. 5011

RAISING CONCERNS & COMPLAINTS

Convenor: Leigh Johansen

Committee: Judy McConnell, Jo-Anne Lang, Garry Fowler

Purpose:

To ensure the school responds to parent concerns and complaints in an effective and timely manner.

School Values

The school's approach to handling concerns and complaints is based on the belief that an effective school is one that embeds student safety and wellbeing throughout all school practices. The focus is on developing positive and supportive relationships between all members of the school community that reflect our values of Respect, Fairness, Compassion, Understanding and Honesty.

Guidelines:

1. When addressing parent/guardian concerns or complaints, the school will;
 - Abide by relevant regulatory and legislative frameworks.
 - Maintain confidentiality.
 - Balance the rights and responsibilities of all parties.
 - Ensure all parties are aware of their rights to advocacy.
 - Act in a manner that seeks to achieve an outcome acceptable to all parties.
2. The school has an expectation that the person raising the concern or complaint will;
 - Do so promptly, as soon as possible after the issue occurs.
 - Maintain and respect the privacy and confidentiality of all parties.
 - Act respectfully and in good faith, in a calm and courteous manner.
 - Recognise that all parties have rights and responsibilities which must be balanced.
 - Acknowledge that a common goal is to achieve an acceptable outcome for all parties.
3. Concerns and complaints covered by this policy are about;
 - General issues of student behaviour that is contrary to the school's code of conduct.
 - Incidents of bullying or harassment.
 - Learning programs, assessment and reporting of student learning.
 - Communication with parents.
 - Parent payments.
 - General administrative issues.
4. A complaints procedure document will be published on the school's website which will specify;
 - The way in which a concern or complaint should be made and to whom it should be made.
 - Resources available to students, parents, teachers and support staff involved in addressing a concern or complaint.
 - The Department's policy about concerns and complaints.
5. A concern or complaint can be made in a variety of ways including-in person, letter, email, phone call.

Basis of Discretion:

Principal in consultation with the committee

Related Policies:

Bullying, Management of Workplace Bullying and Violence, Harassment

Date of School Council Approval: 17/08/2011