



## Complaints Management Policy

**As a member of the Coolbinia Primary School Community we agree to:**

- Demonstrate mutual respect of the role of teacher and parent in meeting the needs of each individual child;
- Adopt a proactive approach to communication and building a sense of community;
- Interact courteously and appropriately;
- Be open to new learning and value positive contributions;
- Approach problems calmly with the aim of finding a positive solution;
- Maintain confidentiality; and
- Demonstrate positive support and advocacy for Coolbinia Primary School.

**Coolbinia Primary School aims to adopt a team resolution approach to handling concerns and complaints.**

Coolbinia Primary School aims to create a school culture that welcomes, encourages and initiates regular two way school-home communication. From time to time issues and concerns can arise. In most cases these issues can be resolved directly with the classroom teacher. If a classroom teacher has been approached and the issue or concern remains, then parents are encouraged to follow the suggested resolution procedures:

**Our aim is to:**

- Ensure complaints lodged at Coolbinia Primary School are resolved in a prompt and efficient manner;
- Maintain the highest standard of professionalism in resolving issues and concerns; and
- Ensure the resolution of complaints in accordance with the principles of procedural fairness & equity.

### **Resolution Procedures**

#### ***Parents:***

1. Arrange an interview with your class teacher by making an appointment to discuss your complaint or concern.
2. If a resolution has not been achieved through your classroom teacher within a reasonable timeframe, an appointment can be made to meet with the Principal to further discuss your concerns and collaboratively work towards a favourable outcome .

3. If the complaint continues to be unresolved after undertaking the previous steps, you may wish to contact the Coordinator - Regional Operations, North Metropolitan Education Regional Office.

### *Class Teachers:*

- Maintain confidentiality at all times;
- Resolve parent concerns and complaints where possible;
- Communicate outcomes of parent concerns and complaints to a school administrator where appropriate;
- Refer parent complaints to a school administrator where appropriate;
- Parent contact register to be used to record meeting notes; and
- Record contact on "Student Activity" in Integris.

### *Principal:*

- Maintain confidentiality and impartiality in dealing with each matter;
- Ensure, wherever appropriate, that concerns and complaints are resolved at the school level;
- Ensure that the process for managing complaints includes recording and monitoring of complaints and their outcomes to enable improvements to be identified and implemented;
- Ensure that enquiries, concerns and complaint procedures are communicated clearly to parents and community members;
- Ensure that school policies and procedures are modified, where necessary, to address areas of concern;
- Ensure that complainants and respondents are aware that they can have a friend or adviser present during any discussion; and
- Refer the complaint, where appropriate, to the Coordinator Regional Operations.

### *Making a complaint:*

Complaints may be made verbally or in writing.

Written complaints should be responded to in writing within 14 days. Written complaints should include:

- Your name and contact details;
- Copies of any relevant correspondence or documents relating directly to the complaint;
- An outline of the complaint; and
- What you consider is needed to resolve the complaint.

### *Links:*

[Department of Education Complaints Management](#)

[www.det.wa.edu.au/standardsandintegrity/detcms/navigation/complaints-management/](http://www.det.wa.edu.au/standardsandintegrity/detcms/navigation/complaints-management/)

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