



Complaints Handling Policy



1. RATIONALE:

To ensure complaints lodged are resolved in a prompt and efficient manner with the highest standard of professionalism.

2. POLICY:

Staff at the school are responsible for managing the resolution of complaints lodged with us promptly, and with procedural fairness. Where we cannot resolve a complaint, the complainant, Principal or Regional Executive Director can forward written complaints to the Director General of the Department of Education.

3. MAKING A COMPLAINT:

Complaints can be made verbally; by letter; or by email. The school can help support complainants with their concerns.

Addressing a written complaint:

All written complaints are to be addressed:

“PRIVATE AND CONFIDENTIAL”

The Principal

Caversham Valley Primary School

60 Summerville Boulevard

Caversham WA 6055

Minimum information for a complaint:

The following information should be provided when making a complaint;

- Your name and contact details
- Copies of relevant correspondence or documents relating to the complaint
- The nature of the complaint
- What you consider is needed to resolve the complaint

With a verbal complaint, where you do not want to lodge the complaint in writing, we will endeavour to work directly with you to resolve the matter.

Responsiveness:

Written complaints will be acknowledged within 5 school days and we seek to resolve local complaints within 14 days. If the complaint is of a serious nature and deemed necessary to forward to another section of the Department, we will do this immediately.

You may enquire as to the progress of your complaint at any time by contacting the school.

Outcome of a complaint:

All outcomes will be provided in writing.

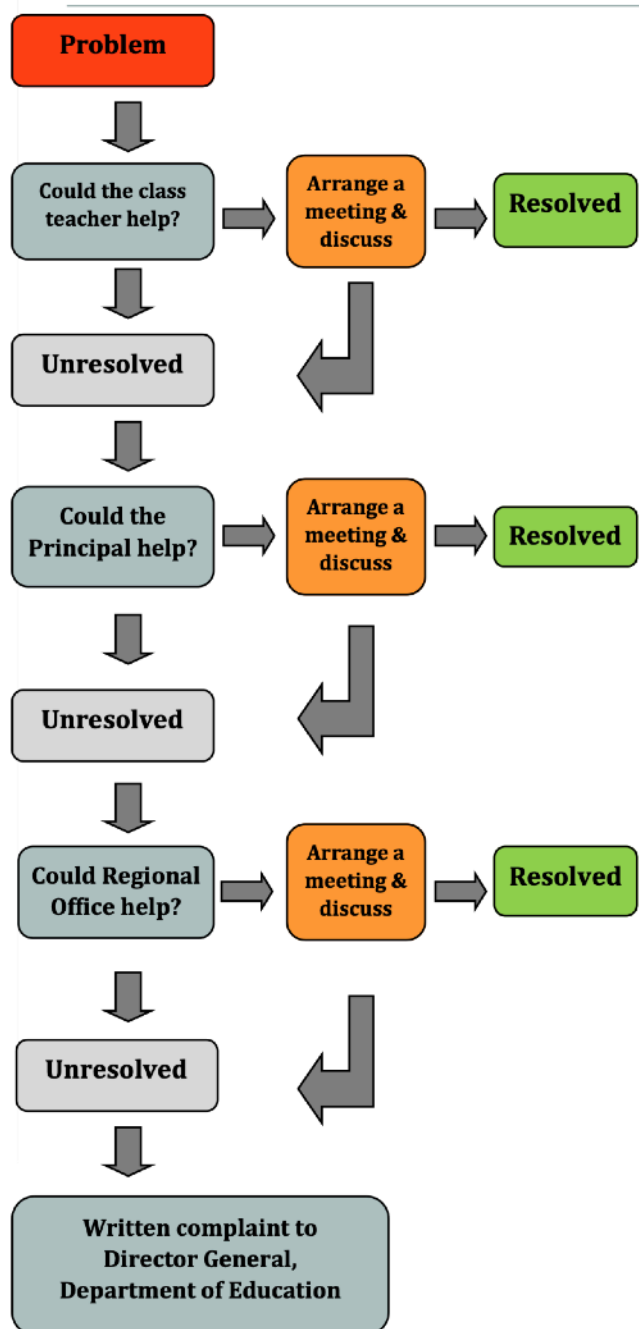
Rejecting a complaint:

Complaints judged to be vexatious, trivial or without substance, or where it is judged to not warrant further action, will not be progressed. You will be advised of this decision in writing.

If you are unhappy with the outcome of a complaint:

If you are unsatisfied with our attempts to resolve your complaint, you may wish to express your concerns to the Regional Executive Director.

Complaint Resolution Flowchart



As outlined in AS 4269-1995 our complaints handling policy demonstrates:

Commitment:

You have the right to make a complaint and have it dealt with seriously.

Fairness:

We are fair in our complaints processes.

Resources:

We effectively handle complaints with the appropriate resources.

Visibility:

Our complaints handling processes are available from the school office.

Access:

We accept complaints lodged by phone, fax, in writing and via email.

Assistance:

Upon request, we can provide a complainant with support to formulate and lodge a complaint.

Responsiveness:

Complaints will be dealt with quickly and efficiently.

Charges:

There are no charges associated with making a complaint.

Remedies:

If a complaint identifies required changes to our processes, those changes will be made.

Data collection:

Data on complaints lodged with our school is collected and recorded.

Systemic and Recurring Problems:

Complaints are regularly analysed to identify and address systemic or recurring problems.

DEFINITIONS

Complaint:

The expression of dissatisfaction with an aspect of schooling. It may be general, relate to a particular staff, a part of the organisation, a policy or decision. A complaint must contain sufficient detail to enable it to be addressed and recorded.

Locally managed complaint:

A complaint made in relation to a school or staff member, and managed by the school.

Centrally Managed Complaint:

A complaint lodged in writing with the Director General of Education and managed at Central Office. If deemed appropriate complaints may be redirected to the local level to be managed.

Complainant:

A person or persons lodging a complaint.

Accountability and Reviews:

Our complaint processes are document and reviewed annually.