



INVERMAY PRIMARY SCHOOL No.882

PARENT CONCERNS & COMPLAINTS

Rationale:

- Our school has both a desire and a responsibility to ensure that high standards of conduct are maintained by staff and students at all times, and that complaints are managed and resolved fairly, efficiently, promptly and in accordance with relative legislation.
- Invermay Primary School values Respect, Courtesy, Honesty, Responsibility, Cooperation, Effort and Fairness; all values that the school will uphold to manage concerns and complaints from parents.

Aims:

- To provide a harmonious, positive and productive school environment.
- To resolve complaints fairly, efficiently, promptly and in accordance with relative legislation.

Invermay Primary School aims to handle all concerns or complaints based on the understanding that the school;

- √ Provides a safe and supportive learning environment,
- √ Builds relationships between students, parents and staff,
- √ Provides a safe working environment for staff.

Implementation:

From time to time parents may have concerns that they wish to take up with the school. At Invermay Primary School we welcome feedback and encourage parents to raise any issues so that they can be dealt with in a timely and professional manner. The school aims to work with the school community to support the needs of each student. We can only do this through a cooperative approach.

These procedures cover concerns and complaints about:

- General issues of student behaviour that are contrary to the schools code of conduct/engagement policy
- Incidents of bullying or harassment in the classroom or in the school yard
- Learning programs, assessment and reporting of student learning
- Communication with parents
- Schools fees and payments
- General administrative issues
- Any other school-related matters except as detailed under DET Policy below.

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.

1. Parents should raise the matter by verbal or written communication to the school. Please remember that the person you wish to speak to (Principal, Assistant Principal, 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. Many concerns can be clarified by speaking directly with your child/ren's Classroom Teacher. Should you feel the concern or complaint is more serious than this an appointment should be made directly with the Principal. Outline the seriousness of your issue with the person you initially speak to if you believe an urgent response is necessary.
2. If you feel the issue is not resolved make an appointment to see the Principal. Inform them of the nature of the issue when you make the appointment.
3. Following your meeting with the Principal you may need to:
 - Provide further information
 - Be available for further discussion with appropriate people within the school.
 - Consider the involvement of DET guidance officers, psychologist, social workers or personnel from community agencies.

4. All issues and complaints should ultimately be resolved at the school level in order to provide the best possible outcome for students.
5. If a concern or complaint is substantiated in whole or part, the school will offer an appropriate remedy at its discretion and depending on all the circumstances.

Achieving a resolution - respectfully

Invermay 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. Discussion may only continue at an appropriate time when an agreement to continue in a professional and positive manner is given.

Unreasonable complainant conduct is behaviour that:

- Is clearly and significantly outside the expectations of confidentiality, cooperation, courtesy and respect.
- Calls for staff resources and time unjustified by the nature or significance of the complaint.
- Is vexatious (that is, an action or complaint that is brought without merit, often to cause annoyance to another person).
- Is oriented towards conflict.

Regional office support for complex complaints

Complex complaints are those that:

- Defy resolution over a long period of time
- Involve complex issues (including issues involving more than one school)
- May include complaints about the principal of a school.

School

- If a school is unable to resolve a complaint, it can contact the regional office for support from the community liaison officer, assistant regional director or other officers as appropriate.

Parent

- If a parent with a concern or complaint is not satisfied with the outcome determined by the school, they can contact the South West Victorian regional office. Depending on the nature and complexity of the concern or complaint, the regional director may involve the assistant regional director, the community liaison officer or other officers in the resolution of the issue.

Note: Any complaint raised with the regional or central office that has not been raised at the school level will be referred back to the school for resolution.

DET Policy:

These procedures do not cover matters for which there are existing rights of review or appeal as detailed in the Victorian Government Schools Reference Guide. Those matters include:

- student expulsions
- complaints about staff that if upheld would constitute misconduct
- complaints by the Department's employees related to their employment
- complaints about an employee's conduct or performance grievance or action
- student critical incident matters
- other criminal matters.