



KPPS Parent Complaints Policy & Procedures

Rationale

Kings Park Primary School acknowledges that parents and caregivers have a right to raise concerns and air complaints they may have and to have them addressed appropriately. The School's approach to handling concerns and complaints is based on a commitment to:

- provide a safe and supportive learning environment
- build relationships between students, parents and staff
- provide a safe working environment for staff.

This policy and its associated procedures are to ensure that concerns and complaints are dealt with in a fair and transparent way. Concerns and complaints will be handled responsibly, openly and in a timely manner, with the aim of resolving the matter to the satisfaction of all parties.

Policy Statement

This policy and its associated procedures cover concerns and complaints about:

- General issues of student behaviour that are contrary to the school's code of conduct
- Incidents of bullying or harassment in the classroom or the school yard
- learning programs, assessment and reporting of student learning
- Communication with parents
- General administrative issues
- Any other school-related matters except as detailed below.

These procedures do not cover matters for which there are existing rights of review or appeal, as detailed in the Department of Education and Early Childhood Development (the Department) Victorian Government Schools Reference Guide. Such matters include:

- Student discipline matters involving expulsion
- Complaints about employee conduct or performance that should be dealt with by performance management, grievance resolution or disciplinary action
- Complaints by the Department's employees related to their employment
- Student critical incident matters
- Other criminal matters

If it becomes apparent that a concern or complaint relates to such matters, the relevant procedures should be implemented immediately. The Principal or the Department will provide further guidance in this instance.

This policy is not applicable where a complainant has employed another party to represent them, such as a solicitor. In these circumstances the matter needs to be referred to the Department's Legal Services Branch for their assessment.

How to Raise a Complaint or Concern:

Parents wishing to raise a concern or complaint should contact KPPS to:

- Make an appointment to speak to their child's classroom teacher in the first instance and/or the Year Level Coordinator for your child's year level to resolve the issue
- The Assistant Principal, if the issue relates to staff members or complex student issues or if parents feel the matter is still unresolved
- The Principal, if the issue relates to school policy, school management, staff members or very complex student issues
- **If the complainant is not sure whom to contact they should contact the Assistant Principal.**

The School asks that individuals do not air their grievance on Social Media as our intention is to resolve any concerns and protect the rights and privacy of all stakeholders.

Expectations:

KPPS expects a parent raising a concern or complaint to:

- Do so promptly, as soon as possible after the issue occurs
- Provide complete and factual information about the concern or complaint
- Maintain and respect the privacy and confidentiality of all parties
- Acknowledge that a common goal is to achieve an outcome acceptable to all parties
- Act in good faith, and in a calm and courteous manner
- Show respect and understanding of each other's point of view and value difference, rather than judge and blame
- Recognise that all parties have rights and responsibilities which must be balanced
- Exercise patience and respect for the subsequent process of assessment and reconciliation undertaken

KPPS will address any concerns and complaints received from parents:

- Courteously
- Efficiently
- Fairly
- Promptly, or within the timeline agreed with the person with the concern or complaint
- In accordance with due process, principles of natural justice and the Department's regulatory framework

Addressing Concerns and Complaints:

KPPS will:

- Record details of all complaints received, even if the complaint is minor to ensure any issues that are identified are addressed
- Make every effort to resolve concerns and complaints before involving other levels of the Department
- Provide complainants a copy of this policy

- Determine whether a concern or complaint should be managed through the school's concerns and complaints process or through other complaints processes of the Department
- Act on all complaints promptly, by the staff member who receives the complaint and by any staff to whom the complaint is referred on to
- Make every effort to resolve a concern or complaint as quickly as possible

In all cases, KPPS will try to resolve a concern or complaint within 20 days. However, if the complaint is complex or if the complaint requires advice from the Department's Regional Office, KPPS may require more time to investigate and resolve it. In these circumstances the school will inform the complainant of the timeframe estimated for the investigation.

Complaint Unresolved

A complaint is considered to be unresolved if the complainant does not agree on a course of action and/or remedy, or if remedy cannot be implemented. In such cases, KPPS must involve the Department's Regional Office to assist in resolving the complaint.

It may not be possible to fully resolve all complaints to the complainant's satisfaction. This may happen if the complainant has unreasonable expectations or if the Department's policies or regulations are contrary to their views.

Further Information

Further information about the Department's complaints policy and procedures can be found at www.education.vic.gov.au/about/contact/pages/complaints.aspx. At this site there are links to Parents Complaints - further resources and information.

Communication

KPPS will make information about the procedures for addressing concerns and complaints readily available to parents and the school community. This policy will be published on the school website and will be available at the school office.

Evaluation:

- This policy will be reviewed annually or more often if necessary due to changes in regulations or circumstances.

First Reviewed:	November 2016
Approved by:	School Council President Signed:
Review Date:	May,2019
References:	DET Health Support & Planning Policy

