

Complaints and Grievances Policy

Purpose:	To manage any complaints or grievances within the school. To ensure procedural fairness and maintain consistency with the schools enrolment agreement.
Scope:	All students, Staff, Parents and Guardians.
Implemented by:	School Principal.
Approved by:	To be approved following VRQA approval.
Reviewed:	Every two years or as legislative changes or improvements are identified.
Communicated via:	WP Website, Staff Induction, Parent Handbook, Policies and Procedures Manual.

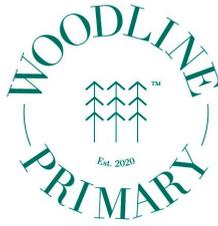
1. Policy Statement

Woodline Primary values parent/carer feedback, including parent/carer concerns about the school. . A student, parent or guardian can raise a concern or complaint about any aspect of the school's operation or the welfare or safety of a student.

Woodline Primary's focus is on repairing the relationship and moving forward in a way that allows everyone involved to be heard. Procedural fairness underpins the processes used to address concerns and complaints.

A parent/carer's concern or complaint regarding the school may be of a general or specific nature, and raise minor or major issues. Examples of a concern regarding the school's operations may include, but is not limited to:

- A school policy or procedure considered to be unfair or unreasonable or inappropriate;
- A decision which is considered to be unfair or unreasonable or inappropriate;
- An activity that is considered to be inappropriate or inconsistent with the school's values or purpose, or that is conducted in such a way as to be inappropriate or inconsistent with the school's values or purpose;
- Unprofessional or inappropriate conduct by staff, students, parents or other members of our school community;
- A particular incident at school;
- Discrimination, harassment or bullying;
- Communication with parents;
- School fees and payments;
- General administrative issues.
- School Curriculum

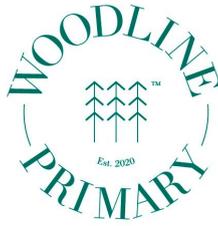


2. Aims

- To support the school's interactions with the parent community through the provision of effective policies and procedures that will assist in the resolution of complaints.
- To ensure that effective policies and procedures for dealing with different kinds of complaints are developed and implemented.
- To ensure these policies and procedures are clearly communicated to the school community
- To ensure that all complaints are dealt with in a fair, consistent and confidential (where appropriate) manner.
- To respond to those involved in a timely manner.
- To promote the spirit of cooperation in the resolution of complaints.

3. Implementation:

- All complaints will be considered and dealt with in a fair, consistent and confidential manner.
- The school community will be educated in raising issues and concerns appropriately and to understand their rights and responsibilities.
- All members of the school community have the right to take their complaint to an appropriate external agency.
- After exhausting all of the school's internal processes the Principal is the key person in seeking a satisfactory outcome to all complaints and grievances.
- Parents will be informed via the newsletter and the school's website of this policy and complaint resolution procedures.
- All members of the school community will be aware of their rights and responsibilities in raising concerns.
- All members of the school community will be informed of the appropriate persons to approach with concerns.
- Teachers, Administration Staff and the Principal will actively support and reinforce the policy protocols with all members of the school community.
- The School's response will be prompt, courteous, efficient and fair. All matters will be dealt with in-line with School Policies, including the Mandatory Reporting Policy and Child Safety Policy



General Procedures for Parents for raising concerns

1. Raise the matter with the appropriate person, as indicated below, via personal contact (making an appointment to talk), telephone, or written communication (email, letter).
 - a. For issues regarding classroom activities, friendship issues and general learning please see the class teacher.
 - b. For issues regarding Curriculum, Complex student issues, Student Welfare (including Child Safety matters), Child Safety reports, Staff Members, Breaches in a Code of Conduct, School Policy, School Management, Fees, Enrolment & General matters, concerns of Procedural Fairness - please see the Principal.
2. Parents are asked to raise their concern as soon as possible.
3. Provide detailed information, which the teacher or Principal may request in writing.
4. Maintain and respect everyone's privacy and confidentiality.

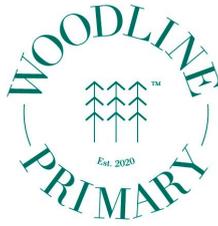
Process

An informal process may be used where:

1. The complaint is of a minor nature;
2. The complainant wishes the matter to be dealt with informally;
3. The complaint has arisen from lack of or unclear communication.

Informal resolution may involve:

1. Discussion between one or more parties;
2. The complainant dealing with the situation themselves but seeking advice as to possible strategies to resolve the matter;
3. The complainant asking another person to speak on their behalf;
4. Where an informal process of complaints resolution is not successful, and the complainant wishes to pursue the matter, the Principal will implement the formal process.



Formal Process

1. The formal process comprises the following steps:
 - a. Acknowledgment of complaint within 48 hours in writing by teacher or Principal (whoever is contacted) to the parent.
 - b. Each complaint, grievance or appeal is to be recorded in writing by the teacher or Principal in the School's Complaints, Grievance and Appeals Register.
 - c. The formal complaint, grievance or appeal is lodged with the school Principal.
 - d. The Principal will investigate the matter to clarify the context and causes of the issue in question.
 - e. The school Principal will decide how the matter will be dealt with i.e. whether further investigation is required and how any appeal will be managed.
 - f. Determine the appropriate action (dismiss or accept the complaint);
 - g. Prepare a written report
 - h. Monitor the situation
 - i. Follow up within 7 days with a meeting or written correspondence of progress of the complaint.
 - j. If the complaint is incapable of being resolved at this point, it will be considered by the School Board.
 - k. Where the Principal is the subject of a serious complaint, the matter must be referred to the School Board.

Formal Resolution

The school will work with the parent or guardian to find an appropriate remedy such as:

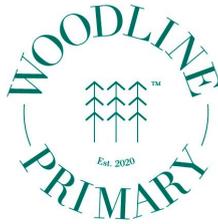
1. An explanation or further information
2. Mediation, counselling or other support
3. An apology, expression of regret or admission of fault
4. Review policies, procedures or practices
5. Make a report to an outside agency where appropriate

Should disputes occur between the School and parents, it is the School's wish that they can be resolved quickly, directly and amicably.

The School will also endeavour to teach the students about the importance of direct communication to minimise misunderstandings being communicated to parents.

There are several possible outcomes of the complaints process, including dismissing the complaint or accepting the complaint. If a complaint is dismissed, the School will outline the outcome of the investigation, providing clarification if appropriate. If a complaint is accepted, the School will outline the School's reason for this decision and any action it intends to take.

However, there may come a time when the school, or the parents and child or children, feel that there is no longer a cohesive working relationship between parties. In these circumstances, the school will follow a policy of 'no fault separation', where, if it is clear that the situation is not viable, either side can bring it to an end without rancour or pointing accusations of wrongdoing.



Where parents withdraw a child, a term’s notice must be given, otherwise fees for the remainder of the term, and the following term will be charged.

In all circumstances, the school protects the privacy of all written records and individuals, and ensures no victimisation will occur as a result of making a complaint.

All complaints, grievances and appeals are also considered in the light of continuous improvement. The Principal will review each complaint and its process to ascertain if changes could be made to the School teaching and learning, or complaints management process to ensure that the school is continually improving in its governance of the students and broader school community.

If a Concern or Complaint is not Resolved

- If a concern or complaint raised with a teacher is not satisfactorily resolved it will be referred to the Principal.
- If the Principal is the subject of the original concern or complaint, it will be referred to the School Board.
- Any matter that remains unresolved after being dealt with by the School Principal will be referred to the School Board.
- The School Board will then investigate the matter and determine an appropriate outcome.
- If the complaint refers to an action of any person who is also a Board member, that person shall be required to be absent from Board deliberations of the matter.
- If the matter remains unresolved and relates to the minimum standards for schools, the Board will provide information for the student, parent or guardian to lodge an appeal with the relevant authority - Victorian Registration and Qualifications Authority

Table of Amendments

Version number	Date	Short description of amendment
1.0	June 2020	New Policy

Scheduled review date	December 2021
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Related Resources:

- Child Safety Policy
- Student Welfare Policy
- Behaviour Management Policy
- Bullying & Harassment Policy
- Mandatory Reporting Policy
- Enrolment Policy