



Complaints and Grievances Policy

Purpose:	To manage any complaints or grievances within the school. To ensure families understand how their complaint is managed and how it can be escalated, if required. To ensure procedural fairness and maintain consistency with the School's Enrolment Agreement.
Scope:	Children, Team Members and Caregivers
Implemented by:	Principal
Approved by:	WP Board
Reviewed:	Every two years or as legislative changes or improvements are identified
Communicated via:	WP Website, Team Induction, Family Handbook, Policies and Procedures

1. Policy Statement

Woodline Primary values caregiver feedback, including complaints about the school. A child, caregiver can raise a complaint about any aspect of the school's operation or the welfare or safety of a child.

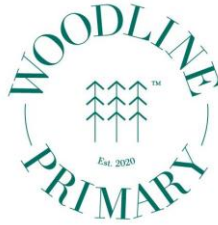
Woodline Primary's focus is on repairing the relationship and moving forward in a way that allows everyone involved to be heard. Procedural fairness underpins the processes used to address all complaints. All parties are to maintain and respect the privacy and confidentiality of those involved.

Under this policy, a complaint is when a child or a caregiver is deemed to have a grievance with Woodline where the complainant:

- a) believes that Woodline has acted in regard to a child or prospective child in an inequitable, or inappropriate, or unfair, or harsh, or unconscionable manner
- b) believes a member of the Woodline community has acted outside of Woodline Primary's values, policies or procedures
- c) remains convinced that Woodline has not dealt with a previously identified concern appropriately

2. Aims

- To support Woodline's interactions with the caregiver 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 concerns or complaints are developed and implemented
- To ensure these policies and procedures are clearly communicated to the school community
- To ensure that all concerns or 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 concerns and complaints

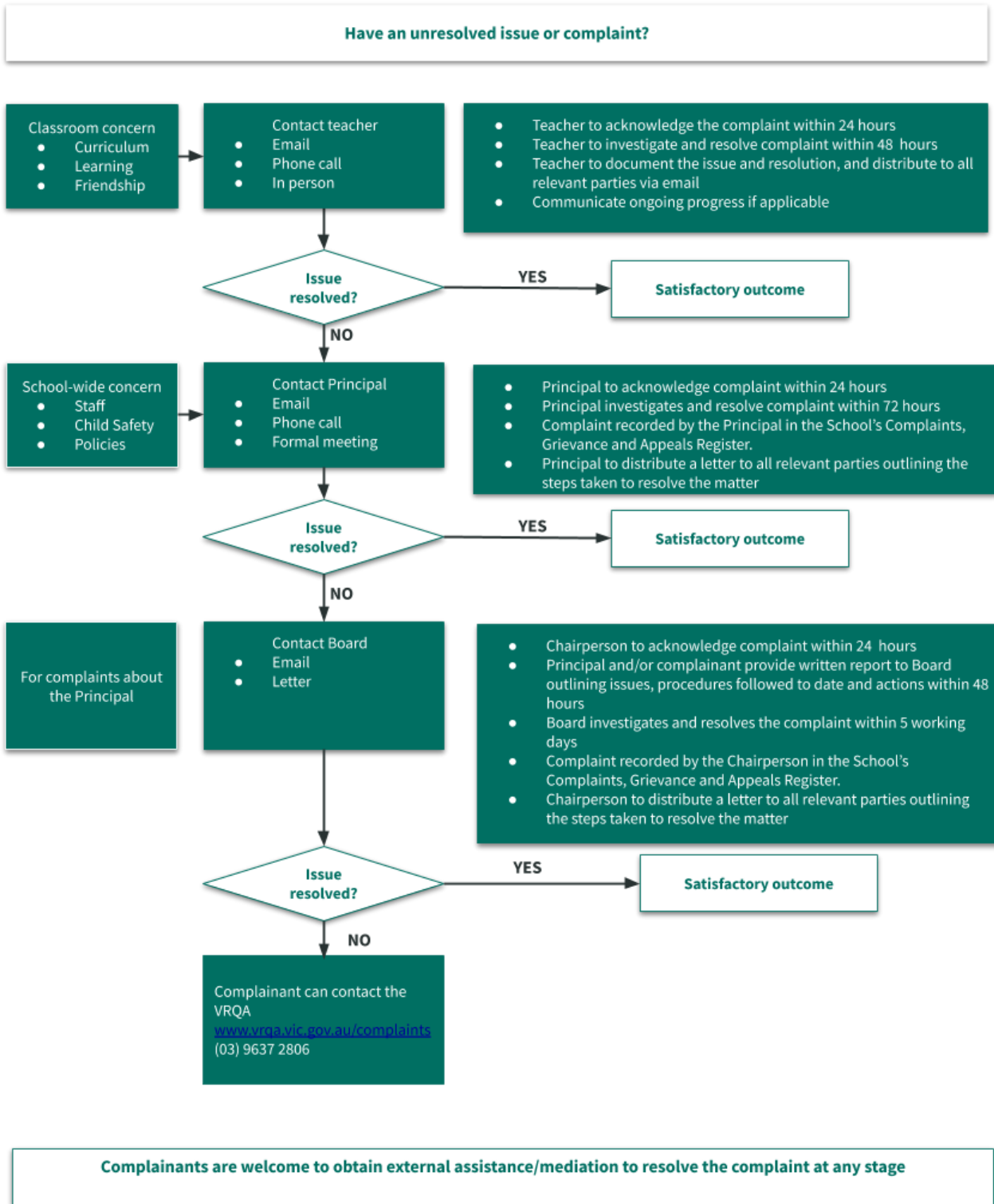


3. Implementation:

- When addressing a complaint, all parties are expected to:
 - be considerate of each other's views and respect each other's role
 - be resolution focused
 - act in good faith and cooperation
 - behave with respect and courtesy
 - respect the privacy and confidentiality of those involved, as appropriate
- Woodline community will be educated in the process of raising and resolving complaints appropriately and to understand their rights and responsibilities. Caregivers will be informed via the Family Information Evening, School Management System and the school's website of this policy and complaint resolution procedures
- All matters will be dealt with in-line with Woodline policies, including the Mandatory Reporting Policy and Child Safety Policy



Complaint Resolution Flow Chart





4. Role of Woodline Primary

Complaints are best addressed in an environment where families feel able to speak up about issues concerning the education and welfare of children.

Woodline Primary treats concerns seriously and welcomes opportunities raised through complaints to change or improve practices and learning opportunities for children.

The Principal is responsible for the efficient and effective organisation, management and administration of the school including the school's complaint-handling processes.

Woodline Primary will:

- always consider their duty of care to the child or children involved in the complaint
- ensure Team members are advised about the complaint where appropriate
- explain the process at Woodline for raising concerns or complaints including:
 - who to contact to raise a concern or complaint at the school
 - actions upon receipt of a complaint
 - timeframes for acknowledgement and resolution of a complaint
 - potential outcomes (i.e. mediation, explanation, apology, review processes)
 - escalation process if mutually agreed resolution is not reached (see flowchart)
- keep a written record of serious, substantial or unusual complaints that require resolution actions and document all steps taken to achieve agreement
- train all Team members on the school's complaint-handling procedures and provide development opportunities on complaint management

No Fault Separation

There may come a time when Woodline, or the caregivers and child or children, feel that there is no longer a cohesive working relationship between parties. Woodline 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 caregivers 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, Woodline 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 ensure that the school is continually improving in its governance of the children and broader school community.

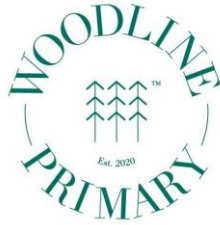


Table of Amendments

Version number	Date	Short description of amendment
1.0	June 2020	new policy
2.0	January 2023	Updated Language

Scheduled review date	January 2025
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