

GENERAL COMPLAINTS

RATIONALE:

The team at SRP makes all efforts to deliver quality education to our students. However, if anyone from the school community wishes to raise a complaint or concern about any matter affecting the children, staff conduct, the school environment, procedures or administration, the school will at all times endeavour to respond in a fair and consistent manner and in accordance with the relevant employment contracts, legislation and codes of conduct.

PURPOSE:

1. To determine the validity and nature of the complaint.
2. To ensure consistency when dealing with complaints concerning matters affecting the children, staff conduct, the school environment, procedures or administration of the school.
3. To ensure complaints are resolved within reasonable timeframes.
4. To treat all complaints seriously and deal with them in accordance with the guidelines set out below.

GUIDELINES:

Classroom Teacher or Staff member to resolve:

1. Complainant discusses complaint with classroom teacher or staff member concerned.
2. Determine action that could be taken to resolve the matter, consider response time, acknowledge complainant and provide an appropriate response.

Not Resolved? - Team Leader assistance to resolve

1. If the classroom teacher or staff member concerned is unable to resolve, then assistance should be sought from his or her Team Leader or other relevant manager from the leadership team (e.g. Deputy Principal).
2. If possible, the complainant should document the issue including what the complaint is about, dates, times, names, and what attempts have been made to resolve it.
3. Where appropriate the Team Leader or other relevant manager from the leadership team will respond to the complainant with proposed pathways forward. This will be documented.

Not resolved? - Team Leader couldn't resolve, matter raised direct with Deputy Principal or Principal

1. If the matter has not been resolved with the Team Leader's assistance or is raised direct with the Principal or a Deputy Principal, they will review any documentation and investigate matters further as appropriate.
2. On determining a pathway forward, the Principal or Deputy Principal will respond to the complainant to advise of the outcome of the investigation.

Not resolved? -Principal unable to resolve

1. If the matter has not been resolved with the Principal's assistance, the complaint may be referred to the Board. The Board, or delegated person(s) on behalf of the Board, will review any documentation and investigate matters further as appropriate.
2. The Board will determine a pathway and the Chairperson will respond to the complainant to advise of the outcome of the investigation.

General Principles

In dealing with all complaints, the School will treat complainants with respect and courtesy.

The complainant is invited to bring a support person when raising a concern or making a complaint.

Confidentiality and principles of natural justice will be applied in dealing with all complaints

Any matter involving a staff member will be handled under the Staff Complaint Policy, and the complainant, if not another staff member, shall be advised as to the progress and outcome of that procedure to the extent possible, without infringing on the school's obligations as to confidentiality as employers.

Any complaints regarding behaviour between children shall be dealt with in accordance with the School's Charter and other supporting school policies.

Where appropriate, complaints and outcomes should be documented.

Signed:

Robyn Garrett - BOT Chairperson

Craig Price - Principal

Date: 18/09/2015

Review Date : 18/09/2018