

# COMPLAINTS



# MANAGEMENT

EAST NARROGIN PRIMARY  
*Endeavour Achievement Sustainability Thoughtfulness*

***We are committed to providing a quality service for our community and as such are keen to respond quickly to issues raised by parents.***

## RATIONALE

East Narrogin Primary School is committed to responding positively and in a timely manner to complaints by parents, students or the wider school community. Strong partnerships between the parents and the school have been established through the School Board, P&C, newsletters, assemblies and other processes. Parents and other school community members, including students, are encouraged to inform staff of concerns/complaints and expect that staff will listen and respond to their needs and concerns.

## AIMS

- To ensure that all complaints and concerns are addressed in a prompt, confidential and timely manner and that due process is followed (*as per Disputes & Complaints Policy 2006*).
- That staff, students and parents develop positive relationships in identifying and resolving complaints or concerns.

## DEFINITIONS

**Complaint:** the expression of dissatisfaction with any aspect of government education and training. It may be general in nature or relate to particular staff, a part of the organisation, a policy or a decision. Any person may lodge a complaint, however staff employed by the Department of Education and Training cannot use this process if they are acting in an official capacity. A complaint must contain sufficient detail to enable it to be addressed and recorded.

**Dispute:** the expression of a pursued unsatisfied complaint against action taken by the Department of Education and Training staff acting on behalf of the Department; it may be general in nature or relate to particular staff or part of the organisation; and it may be lodged by any person other than staff employed by the Department of Education and Training and acting in their official capacity.

**Enquiry/Concern:** a request for service that can generally be addressed at the time of being raised without the need for more involved consideration.

## GUIDELINES

### WHO MAY COMPLAIN

Students, parents, members of the community, and Department of Education staff in their private capacity are entitled to have their complaints addressed by a principal, director/line manager or the Director General, or their respective delegates, as appropriate.

### WHAT MAY BE COMPLAINED ABOUT

A complaint may be made about:

- The provision of education; or
- The conduct of any Department of Education and Training employee.

## RESPONSIBILITIES FOR STAFF

### CLASSROOM TEACHERS

- maintaining confidentiality in dealing with each matter;
- resolving parent concerns and complaints where possible;
- communicating outcomes of parent concerns and complaints to a school administrator where appropriate; and
- referring parent enquiries, concerns and complaints to a school administrator where appropriate.

## **PRINCIPALS**

- maintaining confidentiality and impartiality in dealing with each matter;
- ensuring, wherever appropriate, that concerns and complaints are resolved at the school level;
- developing and implementing a process for registering, responding to and managing parent enquiries, concerns and complaints;
- ensuring that the process for managing complaints includes recording and monitoring of complaints and their outcomes to enable improvements to be identified and implemented;
- ensuring that enquiries, concerns and complaint procedures are communicated clearly to parents and community members;
- ensuring that school policies and procedures are modified, where necessary, to address areas of concern;
- ensuring that processes are consistent with all relevant Department of Education policies;
- ensuring that complainants and respondents are aware that they can have a friend or adviser present during any discussion; and
- referring the complaint, where appropriate, to the Regional Executive Director for either resolution or, if the complaint has possible disciplinary implications for an employee, to the Complaints Management Unit to manage.

## **PROCEDURES FOR STAFF**

### **VERBAL COMPLAINTS LODGED AT THE LOCAL LEVEL**

1. When a principal, director or manager receives a verbal complaint that officer will implement strategies to resolve the complaint at the local level, if appropriate to do so. The principal, director or manager may provide advice to the complainant on possible strategies to resolve the matter.
2. Documenting/recording the substance and process of resolving these complaints must occur (Attachment 1).
3. If a verbal complaint is complex or very serious the complainant may be required to restate the complaint in writing or sign a written summary prepared by the principal, director or manager.
4. In this event, officers need to assess whether it is appropriate to address the complaint locally or whether to forward it to the Complaints Management Unit.

### **WRITTEN COMPLAINTS LODGED AT THE LOCAL LEVEL**

1. All written complaints lodged with a principal, director or manager should be acknowledged within five working days.
2. When the principal, director or manager receives a written complaint that is more appropriately dealt with at a central level, it should be forwarded to the Complaints Management Unit.
3. Alternatively, they may decide to reject it on the grounds that the complaint:
  - is vexatious, trivial or without substance; or
  - does not warrant further action.
4. The complainant should be informed in writing of the rejection to the complaint and reasons why. They will also be provided with District Office contact details if they choose to take the complaint further.
5. Please note, that if the complaint relates to the conduct of an employee the Manager, Complaints Management Unit should be consulted before rejecting the complaint.
6. If it is appropriate to manage the complaint locally, every endeavour should be made to resolve it within 14 days. If the circumstances warrant a longer timeframe for management of the complaint the complainant needs to be informed of the reasons for the delay in addressing the matter and of the likely time frame required to conclude the matter.
7. Documenting/recording of complaints occurs at the local level in accordance with normal complaints processes and confidentiality requirements.

PRIVATE AND CONFIDENTIAL

## Complaint Management Form

Please fill out the required information and send to Administration if appropriate.

Name of complainant:	Date:
Location:	
Person(s) involved:	
Outline of complaint/incident:	