



COMPLAINTS MANAGEMENT POLICY



2020 - 2022

Objectives:

To ensure that complaints lodged at this school are resolved in a prompt and efficient manner.

To promote the highest standard of professionalism in dealing with our community.

Policy:

Staff are responsible for managing the resolution of disputes and complaints lodged with us.

We will make every effort to promptly resolve disputes and complaints lodged with us according to the principles of procedural fairness.

MAKING A COMPLAINT

Complaints can be made:

Verbally. This is suggested in the first instance, so that the problem can be resolved quickly.

Or by letter, by email.

Written complaints should be addressed to:

PRIVATE AND CONFIDENTIAL MRS JEMMA TEMBY PRINCIPAL LANCELIN PRIMARY SCHOOL 53 GINGIN ROAD LANCELIN 6044
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Minimum information needed when making a complaint:

You should provide the following information when making a complaint:

- Your name and contact details;
- Copies of any relevant correspondence or documents relating directly to the complaint;
- The nature of the complaints; and
- What you consider is needed to resolve the complaint.

In case of a verbal complaint, where you do not want to be identified or to lodge the complaint in writing, we will endeavour to work directly with you to resolve the matter.

Responsiveness:

We will acknowledge written complaints within 5 working days. We seek to resolve local complaints within 14 days. When appropriate, in the case of a serious nature of a complaint, it is deemed necessary to forward it on to another section of the Department of Education and Training; we will do this without delay.

In all cases you will be kept informed of the progress of your complaint.

Enquiring on a complaint's progress:

You may enquire as to the progress of your complaint at any time by directly contacting the appropriate person. At the time of lodging a verbal complaint, or in the acknowledgement letter for a written complaint, this person will be identified for you.

Outcome of a complaint:

We will advise you verbally or in writing of the outcome of the complaint.

The outcome of all written complaints will be provided to you in writing.

When a complainant is unhappy with the outcome of a complaint:

If you are unsatisfied with our attempts to resolve your complaint, you may wish to express your concerns to the Regional Executive Director. To do this contact:

Mr Jim Webb North Metropolitan Education Region Ph: 9285 3600

The request can be made verbally, and Regional office reception will direct your call and give you direction as to how to place your complaint in writing.

DEFINITIONS:

Complaint:

The expression of dissatisfaction with any aspect of government education and training.

It may be general in nature or relate to a particular staff member, 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.

Locally Managed Complaint:

A verbal or written complaint made in relation to a school or staff member, and managed by the school.

Centrally Managed Complaint:

A complaint lodged in writing with the Director General of the Department of Education and Training, and managed at Central Office. Such complaints may be directed to the local level to be managed if it seemed appropriate.

Complainant:

A person or persons lodging a complaint.