

Communication & Information

1. The Policy and School

Procedures are available on the School website.

2. Students and parents are

advised about the policy during enrolment-induction.

Delacombe Primary School Concerns and complaints Contacts

For advice, information or support
please contact:
Scott Phillips or Marnie Cooper 5335 6103

Delacombe Primary School

School Concerns and Complaints Policy & Processes



5335 6103

Concerns & Complaints Policy & Processes

Delacombe Primary School has a concerns and complaints policy and set of procedures that provide detail for staff, parents and the community when issues arise at the school.

The Policy Aims

The policy and procedures:

- Acknowledge the rights and define the responsibilities when a complaint or concern is raised in the school
- Provide guidelines for the processes and procedures to be used in dealing with complaints and concerns.
- Ensure that complaints and concerns are addressed promptly, consistently and fairly.
- Provide a confidence for staff and parents that complaints and concerns will be dealt with in an environment of dignity and respect.

Parent raises a *concern*

In raising a concern parents can telephone, write or seek an appointment with:

- the student's teacher or specialist teacher about learning issues and incidents that happened in their class or group
- the assistant principal about issues relating to staff members or complex student issues
- the principal about issues relating to school policy, school management, staff members or very complex student issues.

Parent raises a *complaint*

- The school should always be your first point of contact when raising a concern or complaint
- In making a complaint parents are expected to write to, or seek an appointment, with the Principal or Assistant Principal. This may be a personal or phone appointment.
- When making an appointment the parent will be expected to indicate the general nature of the concern
- The Principal will determine the appropriate staff member to respond and undertake the appointment
- If a parent is unsure about raising a concern or complaint and the process then assistance can be provided by contacting the Principal or Assistant Principal.

School Actions

- The school will investigate and address the concern or complaint
- The parent will be provided with an outcome. This could be:
 - Complaint resolved
 - Complaint dismissed
 - Complaint addressed
- If the complaint is to be addressed the parent will be offered remedies suitable to achieve resolution.
- Parents not satisfied with the outcome can refer the matter to :

Department of Education & Training (DET)
Grampians Region
109 Armstrong Street North
Ballarat 3350
Phone 5337 8444

Delacombe Primary School

110-120 Greenhalghs Road
Delacombe, 3356
5335 6103