

policy **COMMUNITY COMPLAINTS & GRIEVANCE PROCEDURE**

RATIONALE

Schools are very busy places - there are lots of things that happen and there are many decisions made every day. At the same time, the community is quite diverse, with many individuals or groups having vastly different opinions on how things should be done. It is inevitable that times will arise when some parents agree with the school's actions while others disagree and wish to discuss the matter with the school. We welcome such discussion, and encourage parents to raise issues so that they may be dealt with quickly and resolved to the satisfaction of all concerned. It is important that we work together to resolve any issues that occur at school.

AIMS

- To provide a harmonious, positive and productive school environment.
- To work collaboratively (family and school) to resolve any issues that arise.
- To resolve complaints fairly, consistently, efficiently and promptly.

IMPLEMENTATION

Problems will be investigated. It is recognised that Schools are large and complex and that very few decisions will suit everybody. We work through a problem-solving process to arrive at an acceptable solution. The following procedures are to be used to resolve complaints or concerns at our school.

STEP 1

Contact your child's teacher via letter, telephone or in person if you have a concern, providing details of the issue. Many concerns are quickly resolved once the parent is aware of all the facts.

STEP 2

The school WILL investigate the concern and the most appropriate person will contact you to discuss the matter, or to organise a meeting. Most problems are resolved by this point.

STEP 3

If, however, the matter remains unresolved, make a formal appointment to discuss the issue with the Principal.

STEP 4

The Regional Office can be contacted to help solve problems. The Principal can provide contact details.

Further information can be found at:

<http://www.education.vic.gov.au/Documents/school/principals/spag/community/policyparentsconcerns.pdf>

EVALUATION

This policy will be reviewed as part of the school's three-year review cycle.