



PARENT COMPLAINTS POLICY



The DE&T process for parents/carers for raising a concern or making a complaint.

If you wish to raise a concern or make a complaint about a matter affecting your child/ren at Inverloch Kongwak Primary School, the Department of Education and Training has a policy which outlines the process that you are strongly recommended to follow:-

<http://www.education.vic.gov.au/about/contact/pages/complainschool.aspx>

The process is as follows:-

1. Clarify the issue (what is your concern?)

Before you approach our school or your child's teacher:

- Be clear about the topic or issue you want to discuss
- Focus on the things that are genuinely affecting your child at this time
- Always remain calm and remember you may not have all the facts relating to the circumstances of the topic or issue you wish to discuss
- Think about what would be an acceptable outcome for you and your child
- Be informed; check the DE&T policies or guidelines, where relevant
- Please do not email teachers, other school staff or the school if you have a concern or complaint. Concerns or complaints are best handled in person or in writing but not in an email or as an attachment in an email (and definitely not by any form of social media).
- For further helpful hints, see <http://www.education.vic.gov.au/about/contact/Pages/complaininfo.aspx>

2. Contact our school to arrange a time to speak with or meet with your child's teacher

There are a number of ways you can raise any concerns you have about your child and their education. You can:

- Write a note to your child's teacher outlining your concerns (Please do not email teachers or other school staff if you have a concern or complaint.)
- Ring the school office on 56741253 and make an appointment to speak on the phone or in person with your child's class teacher and ensure that you inform the office staff about the nature of the issue you wish to discuss (give just enough details so that the teacher will understand the reason for your call)
- Please arrange any meeting times or phone calls through the school

office (this is more convenient for both you and your child's teacher and does not interrupt teachers during the time they need to be with their students or when they are preparing for class/es).

NB: The class teacher, together with any others who may be involved, need to be given a reasonable amount of time to take the steps required to resolve or address your concerns. Remember, it may not always be possible to resolve an issue to your complete satisfaction or as swiftly as you would like.

3. Contact the Principal or Assistant Principal

Most concerns are resolved by following the first two steps above. However, if the issue remains unresolved after you have formally approached your child's teacher, you can then ask to see the Assistant Principal or Principal.

To do this, you will need to request an appointment through the school office. You can do this in person or by telephone. Please give the office staff enough information so that the Principal or Assistant Principal understands the reason for your requested appointment. Please note that:

- The Principal may ask the Assistant Principal or another staff member to speak with you on their behalf
- If a teacher is going to be present at the meeting it is more likely to occur outside of classroom hours.
- Please do not email the Principal or Assistant Principal if you have a concern or complaint. Concerns or complaints are best raised in person or in writing but not in an email or as an attachment to an email.

NB:

a) If your concern is related to an issue you have with a member of staff and you do not feel that you can approach that member of staff directly or if the matter is serious, you can then make an appointment to see the Principal.

b) If your concern is related to issues of school policy, these should be raised more formally (in writing but not in an email or as an attachment to an email) with the Principal or School Council President.

4. Contact the regional office

If you still feel that your complaint has not been addressed satisfactorily after speaking to the teacher and the principal/assistant principal, you can then contact the Regional Office of DET for South-Eastern Victoria (Regional Office branches: Dandenong Ph: 8765 5600 and Moe Ph: 5127 0400).

** In addition, please familiarise yourself with the Inverloch-Kongwak Primary School “Statement of Expectations”, consistent with the Victorian Government’s **Creating Respectful and Safe School Communities guidelines**, which outlines the expectations and responsibilities for all members of our school community along with consequences for unreasonable behaviour. **Raising concerns or complaints in any manner other than as outlined in the process above (e.g. in public or to a third party such as another parent/carer) would most likely constitute unreasonable behaviour.** Unreasonable behaviour will not be tolerated.

Evaluation:

This policy will be reviewed as part of the school’s three-year review cycle, or as required due to changes in relevant Acts, Laws or should situations arise that require earlier consideration.

This policy was last ratified by School Council in	March 2015	
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