



NEERIM SOUTH PRIMARY SCHOOL School Community Complaints and Grievances Resolution Policy



Respect

Learning

Teamwork

Perseverance

1. Rationale

- 1.1. We recognise that as a diverse community, parents, guardians and students will at times disagree with a decisions or course of action taken by school leadership and/or staff.
- 1.2. Positive, clear and effective processes for resolving grievances between the school and community members assists in the building of strong relationships, dispels anxiety, and ultimately provides students with an enhanced learning environment.

2. Aims

- 2.1. To investigate all complaints and concerns and provide feedback to parents/guardians/students on the outcomes as promptly as possible.
- 2.2. To endeavour to seek a resolution to all concerns sensitively and to ensure that staff listen and respond professionally to these concerns.
- 2.3. To acknowledge that not all complaints can be resolved and sometimes the parties will have to agree to disagree.
- 2.4. Treat all concerns and complaints professionally and with utmost confidentiality.
- 2.5. Recognise that as a State Primary School, we have a responsibility to implement State Departmental policies and that at times these may not satisfy parents/guardians/students wishes.

3. Implementation

- 3.1. We accept our responsibility to consult, and to communicate both clearly and effectively with the community
- 3.2. Community members have an obligation to read notices and newsletters, to attend briefings, and to seek clarification when required.
- 3.3. There may, however, still be times when members of the community disagree or are confused about the things that we are doing.
- 3.4. Steps:
 - 3.4.1. Establish the facts as clearly possible. Remember that there are usually many views or sides to one story. Be wary of third hand information or gossip.
 - 3.4.2. If the matter involves your child in class or an issue of everyday class operation, make an appointment to see their classroom teacher, detailing the reasons for the appointment.
 - 3.4.3. If the matter involves an issue involving school policy, operations beyond your child's classroom, concerns about staff, or grievances that are probably not easily resolved, contact the Principal.
 - 3.4.4. If the matter is still unresolved, parents/guardians/students may need to seek advice from the State Department of Education¹. Contact details are available from the Principal.
 - 3.4.5. Anonymous complaints can be submitted to the school, however the Principal and School Council President will exercise his/her judgement as to whether they will act upon the complaint.

4. EVALUATION

- 4.1. This policy will be reviewed as part of the schools five-yearly review cycle or more often if necessary due to changes in regulations or circumstances.

¹ Contact details for the State Department of Education are likely to change before the next policy review, therefore they have not been included in the policy