

LENSWOOD PRIMARY SCHOOL

PARENT COMPLAINT POLICY — PAGE 1/1 — UPDATED OCTOBER 2018

We all expect quality, expert care and teaching for all children in order for them to maximise their learning experiences at school. Working together will always give us the best chance of solving a problem that may arise during your child's years at Lenswood Primary School.



We recognise that sometimes things go wrong and you may feel that your expectations are not being met. We want to know when that's the case and work with families/carers to improve the situation. If we don't know that you have a complaint, we can't do anything to resolve it. It's important for all of us to learn from mistakes or misunderstandings so that we can improve your child's experience and learning. It's important to work together, talk and listen and find solutions so we can improve our services to the community. All complaints will be managed and recorded with due care in line with our **'Site Procedures for Recording Complaints'** document. There will be appropriate confidentiality between the concerned parties.

Types of concerns and complaints

You may choose to make a complaint if you believe that a government public education service has:

- done something wrong
- failed to do something it should have done
- acted unfairly or impolitely.

Your concern or complaint may be about:

- the type, level or quality of services
- the behaviour and decisions of staff
- a policy, procedure or practice.

Complaints may be about something we have to do because of state or federal law, or about matters over which the school has little control. In such cases we will talk to you and help you understand the requirements and why they exist.

Step 1—Talk to the school first

The teacher or staff member should always be your first point of contact. Make a time to talk to them to discuss your concerns, either in person, or over the phone. Putting your concerns in a letter or email means that you have a paper trail and can reduce misunderstandings.

You may wish to contact the site leader. That Principal will look into your concerns and get back to you. They will work with you to resolve the issue.

Most complaints are resolved quickly, often within days, and as per departmental guidelines, generally within 4 weeks. If it is likely to take longer you will be informed.

The school's phone number is 8389 8278.

Step 2—Central resolution

If you are not satisfied that your complaint has been resolved at the local level, you may then choose to seek support from the department's complaints resolution service. That can help you by:

- providing advice and support about the issues behind the complaint
- advocating with local sites to ensure that all options for resolution have been explored
- objectively reviewing complaints that have not been resolved at the local level, including through a formal review

The Education Complaints Unit phone number is 1800 677 435.

Note: Most of this information taken verbatim from the Department for Education—Raising a Complaint with DfE brochure.

