

LAMEROO REGIONAL COMMUNITY SCHOOL

PARENT COMPLAINT POLICY

Resolving Concerns Dealing with Complaints & Maintaining Positive School Relationships

-----VERY IMPORTANT-----

- Concerns need to be kept confidential and, although at times you will want to seek the support of friends, it is beneficial to do this in private and to feel confident that they also will respect confidentiality.
- **Remaining calm during all** discussions will help the concern to be resolved more successfully.
- Extreme care is needed when discussing a concern near your children. Children need to feel that home adults and school adults are working together.
- We're in this together and it is essential that we do everything to support each other and maintain mutual trust and confidence.

Children have a right to be successful

We can assist this by:

- Working collaboratively in a positive and nurturing way
- Acknowledging that everyone has the child's best interests at heart.
- Understanding that if we're not part of the solution we can be part of the problem
- Everyone contributing to a safe, secure, harassment free environment for all members of the school community.

Raising Concerns

Schools are very complex organisations with a wide range of people involved. There will be concerns, which may be about curriculum, behaviour, policy, relationships, sport etc. You may feel that the school has done something wrong, failed to do something or acted unfairly or impolitely. Your concern may be about the type, level or quality of services, the behaviour or decisions of staff or concerns regarding a policy, procedure or practice. It is important that concerns are addressed as early as possible to avoid escalation. Your concern deserves time in order to be resolved.

Please inform the person about your concern in writing or via a telephone call. This enables them to be prepared and have all of the necessary information. A mutually convenient time can then be arranged. If together you are not able to resolve the problem let the person know that you intend to speak to someone else.

The DECD procedure for raising concerns has 3 steps:

1. **LOCAL:** Raise your concern with the school -the teacher should always be the first point of Contact. For classroom concerns, contact the class teacher for R to 7 or Home group or Subject teachers for 8 to 12. If you are not happy with the outcome of this, speak to the Principal. If your concern is about the teacher contact the Principal.
(If a parent is not satisfied by the outcome resolved by the school go to step 2)
2. **REGIONAL:** Contact the Regional Office (8595 2323)
(If a parent is not satisfied by the outcome resolved by the Regional Office go to step 3)
3. **STATE:** Contact the Parent Complaint Unit (1800 677 435). This is a new unit that has been established to deal with complaints that have not been able to be resolved at a local or district level. Parents can also contact the unit at any stage of the process for advice.

Supporting documents : "Parent Guide to Raising a Concern or Complaint"
(brochure available from front office)