

OBJECTIVES

To ensure that complaints lodged at this school are resolved in a prompt and efficient manner.

To promote the highest standard of professionalism when dealing with the school community.

POLICY

Staff at the school are responsible for managing the resolution of disputes and complaints lodged.

We will make every effort to promptly resolve disputes and complaints lodged with us according to the principles of procedural fairness.

Where we cannot resolve a complaint, the complainant, Principal or Regional Executive Director can forward written complaints to the Director General of the Department of Education.

MAKING A COMPLAINT

Complaints can be made:

- verbally
- by letter
- by email
- by fax.

Assistance is available at the school to support complainants to formulate, write and lodge a complaint. Complaints can be lodged with the school using any of the contact methods listed above. Written complaints should be addressed

'Private and Confidential'.

Fremantle Primary School
1 Brennan Street
Fremantle WA 6160

MINIMUM INFORMATION WHEN MAKING A COMPLAINT

You should provide the following information when making a complaint:

- your full name and contact details
- copies of any relevant correspondence or documents relating directly to the complaint
- the nature of the complaint
- what you consider is needed to resolve the complaint.

In the case of a verbal complaint, where you do not want to be identified or lodge the complaint in writing, the school will endeavour to work directly with you to resolve the matter.

RESPONSIVENESS

We will acknowledge written complaints within 5 school days. We seek to resolve local complaints within 14 days. If, because of the serious nature of the complaint, it is deemed necessary to forward it on to another section of the Department of Education, we will do this without delay.

In all cases, you will be kept informed of the progress of your complaint.

ENQUIRING ON A COMPLAINTS PROGRESS

You may enquire as to the progress of your complaint at any time by directly contacting the appropriate person. This person will be identified for you at the time of lodging a verbal complaint, or in the acknowledgement letter for a written complaint.

OUTCOME OF A COMPLAINT

We will advise you verbally or in writing of the outcome of the complaint. The outcome of all written complaints will be provided to you in writing.

WHEN A COMPLAINANT IS UNHAPPY WITH THE OUTCOME OF A COMPLAINT

If you are dissatisfied with our attempts to resolve your complaint, you may wish to express your concerns to the Regional Executive Director Schools. To do this, contact:

Mr Ken Perris
South Metropolitan Education Region
PO Box 63 South Fremantle WA 6162

While this request can be made verbally, it is preferable that it is made in writing. Assistance in making this request will be provided by the school or the Regional office, upon your request.

REJECTING A COMPLAINT

Complaints judged to be vexatious, trivial or without substance, or not warranting further action, will not be progressed. You will be advised of this decision in writing.

DEFINITIONS

Complaint

The expression of dissatisfaction with any aspect of government education. It may be general in nature or relate to a particular staff member, a part of the organisation, a policy or a decision. Any person may lodge a complaint; however staff employed by the Department of Education cannot use this process if they are acting in an official capacity. A complaint must contain sufficient detail to enable it to be addressed and recorded.

Locally Managed Complaint

A verbal or written complaint made in relation to a school or staff member, and managed by the school.

Centrally Managed Complaint

A complaint lodged in writing with the Director General of the Department of Education, and managed at Central Office. Such complaints may be redirected to the local level to be managed if it is deemed appropriate.

Complainant

A person or persons lodging a complaint.

THE SCHOOL'S COMPLAINTS HANDLING POLICY DEMONSTRATES THE REQUIREMENTS OF AUSTRALIAN STANDARD ----- AS 4269-1995

Commitment: We recognise your right to complain and to have your complaint dealt with seriously.

Fairness: We understand the need to be fair in our complaints handling process.

Resources: We have adequate resources for effective handling of complaints.

Visibility: Our complaints handling processes are available from the school office.

Access: We accept complaints lodged by phone, fax, in writing and via email.

Assistance: Upon request, we will provide a complainant with the support needed to formulate and lodge a complaint.

Responsiveness: Complaints will be dealt with quickly and efficiently.

Charges: There will be no charge to the complainant for the raising of a complaint with the school.

Remedies: Where a complaint results in the identification of changes that should be made to our processes, those changes will be made.

Data collection: Data about complaints lodged with the school is collected and recorded.

Systemic and recurring problems: Complaints are regularly analysed for the identification and addressing of systemic and recurring problems.

Accountability: We report our complaints handling processes against our documented performance standards.

Reviews: We review our complaints handling processes annually.



COMPLAINTS MANAGEMENT POLICY