

COMPLAINTS POLICY

RATIONALE

Pakenham Lakeside Primary School recognises that parent concerns and complaints are part of a contemporary school environment. As professionals, we need to deal with these issues in a proactive manner. Parents need to have an awareness that their concerns have been dealt with and addressed in a professional and constructive manner. Confidentiality and discretion is essential when addressing issues within the school community.

PURPOSE

The purpose of this policy is to:

- provide an outline of the complaints process at Pakenham Lakeside Primary School so that parents and members of the community are informed of how they can raise complaints or concerns about issues arising at our school
- ensure that all complaints regarding Pakenham Lakeside Primary School are managed in a timely, effective, fair and respectful manner.

SCOPE

This policy relates to complaints brought by parents, carers, students or members of our school community and applies to all matters relating to our school. In some limited instances, we may need to refer the complainant to another Department of Education and Training process where there are different mechanisms in place to review certain decisions, for example, expulsion appeals.

POLICY

Pakenham Lakeside Primary School welcomes feedback, both positive and negative, and is committed to continuous improvement. We value open communication with our families and are committed to understanding complaints and addressing them appropriately. We recognise that the complaints process provides an important opportunity for reflection and learning.

We value and encourage open and positive relationships with our school community. We understand that it is in the best interests of students for there to be a trusting relationship between families and our school.

When addressing a concern or complaint, it is expected that all parties will:

- be considerate of each other's views and respect each other's role
- be focused on resolution of the complaint, with the interests of the student involved at the centre
- act in good faith and cooperation
- behave with respect and courtesy
- respect the privacy and confidentiality of those involved, as appropriate
- operate within and seek reasonable resolutions that comply with any applicable legislation and Department policy.
- recognise that schools and the Department may be subject to legal constraints on their ability to act or disclose information in some circumstances.

Preparation for raising a concern or complaint

Pakenham Lakeside Primary School encourages parents, carers or members of the community who may wish to submit a complaint to:

- carefully consider the issues you would like to discuss
- remember you may not have all the facts relating to the issues that you want to raise
- focus only on the issues that affect your child
- think about how the matter could be resolved
- be informed by checking the policies and guidelines set by the Department and Pakenham Lakeside Primary School

Process for raising a concern or complaint

Making contact with the school: Pakenham Lakeside Primary School is always happy to discuss with parents/carers and community members any concerns that they may have. Concerns in the first instance should be directed your child's teacher or sub school leader. You may speak to or write to the appropriate personnel outlining your concerns. A time to contact you by phone or an appointment time will be organised. Remember that school staff who are assisting you with your concern may require a reasonable amount of time to take steps required or seek further information to help resolve or address your concerns. Where possible, school staff will work with you to ensure that your concerns are appropriately addressed.

Where concerns cannot be resolved in this way, parents or community members may wish to make an appointment to meet with the Principal or Assistant Principal, in an endeavour to move the issue forward.

Please either email, telephone or arrange a meeting through the front office with the Assistant Principal or Principal, to outline your concern or complaint so that we can fully understand what the issues are. We can discuss your complaint in a way that is convenient for you, whether in writing, in person or over the phone.

Information gathering: Depending on the issues raised in the complaint, the Principal, Assistant Principal or nominee may need to gather further information to properly understand the situation. This process may also involve speaking to others to obtain details about the situation or the concerns raised.

Response: Where possible, a resolution meeting will be arranged with the Assistant Principal or Principal to discuss the concern or complaint with the objective of reaching a resolution satisfactory to all parties.

If after the resolution meeting we are unable to resolve the complaint together, we will work with you to produce a written summary of the complaint in the event you would like to take further action about it. In some circumstances, the Principal may determine that a resolution meeting would not be appropriate. In this situation, a response to the complaint will be provided in writing.

Timelines: Pakenham Lakeside Primary School will acknowledge receipt of your concern or complaint as soon as possible (usually within two school days) and will seek to resolve complaints in a timely manner. Depending on the complexity of the complaint, Pakenham Lakeside Primary School may need some time to gather enough information to fully understand the circumstances of your complaint. We will endeavour to complete any necessary information gathering and hold a resolution meeting where appropriate within 10 working days of the complaint being raised. In situations where further time is

required, Pakenham Lakeside Primary School will consult with you and discuss any interim solutions to the dispute that can be put in place.

Resolution

Where appropriate, Pakenham Lakeside Primary School may seek to resolve a concern or complaint by:

- an apology or expression of regret
- a change of decision
- a change of policy, procedure or practice
- offering the opportunity for student counselling or other support
- other actions consistent with school values that are intended to support the student, parent and school relationship, engagement, and participation in the school community.

In some circumstances, Pakenham Lakeside Primary School may also ask you to attend a meeting with an independent third party, or participate in a mediation with an accredited mediator to assist in the resolution of the dispute.

Escalation

If you are not satisfied that your concern or complaint has been resolved by the school, or if your complaint is about the Principal and you do not want to raise it directly with them, then the complaint should be referred to the DET South East Victoria Region.

Pakenham Lakeside Primary School may also refer a complaint to South East Victoria Region if we believe that we have done all we can to address the complaint.

For more information about the Department's *Parent Complaints* policy, including the role of the Regional Office, please see: [Parent Complaints policy](#).

FURTHER INFORMATION AND RESOURCES

Visit our website to view related policies.

Statement of Values and School Philosophy

REVIEW PERIOD

This policy was last updated in 2020 and is scheduled for review in October 2023