



# **SOUTH PERTH PRIMARY SCHOOL**

## **COMPLAINTS MANAGEMENT POLICY**

### **RATIONALE**

South Perth Primary School is committed to responding promptly and helpfully to enquiries, concerns, complaints, suggestions and compliments. The school policy supports the Department of Education & Training's policy on Disputes and Complaints.

### **POLICY**

- The school is committed to encouraging two-way communication between the school and the home.
- Clearly articulated procedures relating to resolving complaints or disputes are communicated to the school community.
- The school will communicate with parents in a variety of modes eg: newsletters, open nights, student reports, learning journeys, surveys, school website, parent-teacher interviews, special events and diaries.

### **OPERATIONAL PROCEDURES**

1. At all stages staff will work with persons making the complaint to work out an agreed plan of action and timeline.
2. Staff will assist persons to obtain information relating to policies, procedures and relevant information relating to the complaint.

#### **School-level Resolution**

*Stage 1:* Discussion of issue with staff member (contact relevant staff to discuss issue or concern).  
*Stage 2:* Review at the school level (contact the principal and formalise complaint in writing if not resolved at stage 1). The complaint will be investigated and a written response will be sent to the person making the complaint.

#### **District-level Resolution**

*Stage 3:* If resolution is not reached at stage 2, or involves the principal, then a written complaint is to be lodged with the Manager of District Operations at Canning District Education Office.

#### **Central Resolution**

*Stage 4: Formal Complaint.* In those exceptional circumstances where a complaint is not resolved at stage 3 then a formal complaint should be forwarded to:

Private & Confidential  
Director General  
Dept. of Education & Training  
151 Royal St. East Perth WA 6005.