

# Secret Harbour Primary School Complaints Handling Policy

## **Objectives:**

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

To promote the highest standard of professionalism in dealing with our community.

## **Policy:**

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

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 District Director can forward written complaints to the Director General of the Department of Education and Training.

## **Making a Complaint**

Complaints can be made:

- verbally;
- by letter;
- by email; or
- by fax.

Help 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  
Lisa Fletcher  
Principal  
Secret Harbour Primary School  
Maratea Parade  
SECRET HARBOUR WA 6173

## **Minimum information when making a complaint:**

You should provide the following information when making a complaint:

- your name and contact details;
- copies of any relevant correspondence or documents relating directly to the complaint;
- the nature of the complaint; and
- 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 to lodge the complaint in writing, we 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, 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. At the time of lodging a verbal complaint, or in the acknowledgment letter for a written complaint, this person will be identified for you.

## **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 unsatisfied with our attempts to resolve your complaint, you may wish to express your concerns to the District Director. To do this contact:

District Director  
Fremantle Peel District Education Office  
184 Hampton Road  
BEACONSFIELD WA 6162

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

## **Rejecting a Complaint:**

Complaints judged to be vexatious, trivial or without substance, or where it is judged to not warrant 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 and training. It may be general in nature or relate to particular staff, a part of the organisation, a policy or a decision. Any person may lodge a complaint, however staff employed by the Department of Education and Training 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 Training, 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.

*As outlined in the Australian Standard AS 4269-1995 our complaints handling policy demonstrates:*

#### **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 processes.*

#### **Resources:**

*We have adequate resources for effective handling of complaints.*

#### **Visibility:**

*Our complaints handling processes are available from the front 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 us.*

#### **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 our 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 process annually.*



Telephone: 9524 8100

Facsimile : 9524 8101

# **Complaints Handling Policy Information for Parents**



Department of  
Education