



# COMPLAINTS MANAGEMENT POLICY

## INFORMATION FOR PARENTS & CARERS

[WWW.LOCKRIDGEPS.WA.EDU.AU](http://WWW.LOCKRIDGEPS.WA.EDU.AU)

## **Rationale and Intent**

The intent of our Lockridge Primary School Complaints Management Policy is:

- To ensure that complaints lodged at Lockridge PS are resolved in a prompt and efficient manner;
- To promote the highest standard of professionalism in dealing with our community.

## **Principles**

The following principles apply to the management of all complaints:

- Confidentiality is maintained, to the extent that it is consistent with legislative requirements and the other principles outlined in this section
- Complaints are monitored and their management evaluated so as to reduce the occurrence of systemic and recurring problems
- In all matters, the educational well-being of students is the first priority
- All persons in the school community including students, parents, administrators, teachers and support staff, have a right to be treated with respect and courtesy
- Complainants are able to make enquiries, raise concerns or lodge complaints about the provision of education or the conduct of Department employees and have these dealt with efficiently, fairly and promptly.
- Processes are to be straightforward and align to the Department's policies
- Information about the process for making enquiries, raising concerns or complaints is to be available to parents, students and members of the local community
- The process is accessible to all aggrieved parties and is underpinned by a commitment to cooperation on the part of Department of Education staff
- Resolution at the local level is preferred, where it is appropriate to do so
- Procedural fairness is afforded to all parties
- The subject of the complaint is informed of the complaint
- Vexatious, trivial or previously finalised issues are not pursued
- Warranted investigation will be pursued with or without the active involvement of the complainant.

## **Policy**

Staff at Lockridge PS are responsible for managing the resolution of any 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 or Principal can forward written complaints to the Director General of the Department of Education.

## **Making a Complaint**

Complaints can be lodged verbally, in writing or by email. Help is available at the school to support complainants to formulate, write and lodge a complaint, with the school able use any of the contact methods listed above.

Written complaints should be addressed:

“PRIVATE AND CONFIDENTIAL”

The Principal

Lockridge Primary School

48 Rosher Rd, Lockridge, 6054

## **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 with minimal delay. In all cases, complainants will be kept informed of the progress of the complaint.

## **Enquiring on the progress of a complaints**

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 Director General. To do this contact:

Ms Lisa Rodgers

Director General Department of Education 151 Royal Street East Perth WA 6000

While this request can be made verbally, it is preferable that it is made in writing. Help in making this request can be provided by us, 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. 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 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. 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.

***This policy has been developed in conjunction with the Lockridge PS Leadership Team, School Management Committee and School Council. It will be reviewed in 2023.***