



## DEALING WITH PARENT/CAREGIVER CONCERNS AND COMPLAINTS POLICY

### Rationale

Brookside P-9 College has both a desire and a responsibility to ensure that high standards of conduct are maintained by staff, parents and students at all times, and that complaints are managed and resolved fairly, efficiently, promptly and in accordance with relative legislation. This document is to be read in conjunction with DET policy on '**Addressing parent's concerns and complaints effectively: policy and guidelines**', Sept 2016 (Interim).

### Aims

- To provide a harmonious, positive and productive school learning environment
- To resolve parent /caregiver concerns and complaints fairly, efficiently, promptly and in accordance with relative legislation.
- To provide a safe working environment for staff.

### Implementation

- Brookside P-9 College seeks to provide a positive, harmonious and productive environment.
- The Principal team is required to use local complaints resolution procedures, where appropriate, for resolving complaints that fall within the college's area of responsibility.
- It is important that all complaints and concerns, ensuring procedures and outcomes are fully documented.
- The Principal may choose to respond to a complaint through an informal process in cases where the complaint is minor, the complainant wishes the matter to be dealt with informally or the complaint has arisen from lack of or unclear communication.
- Formal processes will be used when informal processes haven't been successful, a complainant seeks a formal process (within reason), or the principal believes the parent complaint or concern warrants further investigation.
- Under DET guidelines all parties will:
  - Maintain the confidentiality of all parties in line with DET policy and legislative requirements.
  - Acknowledge that their common goal is to achieve an outcome acceptable to all parties.
  - Act in good faith and in a calm and courteous manner.
  - Show respect and understanding of each other's point of view and value difference, rather than judge and blame
  - Recognise that all parties have rights and responsibilities which must be balanced
  - Accept the final decision
- Parties dissatisfied with the process can contact the community liaison officer at the South West Victoria Regional office on 1300 333 232.
- Continual complaints of a vexatious nature will be referred on to Regional or DET personnel and will be dealt with in accordance to DET policy.

### Evaluation

This policy will be reviewed as part of the College's three year review cycle

Last reviewed September 2017.