

Raising Concerns and Complaints Policy



Rationale

The school's approach to handling concerns and complaints is based on our values of:

- providing a safe and supportive learning environment
- building relationships between students, parents and staff
- providing a safe working environment for staff.

The school's values

from the School Strategic Plan

Creativity - Stimulating curiosity and exploration as well as providing opportunities for choice, discovery and creative self-expression

Community - Welcoming students, staff, families and friends by promoting a sense of belonging and sharing in our school

Respect - Accepting and valuing ourselves and others and demonstrating this in our behaviour.

Concerns and complaints covered by the procedures

These procedures cover concerns and complaints about:

- general issues of student behaviour that are contrary to the school's code of conduct
- incidents of bullying or harassment in the classroom or the school yard
- learning programs, assessment and reporting of student learning
- communication with parents
- school fees and payments
- general administrative issues
- any other school-related matters except as detailed below.

These procedures do not cover matters for which there are existing rights of review or appeal, as detailed in the *Victorian Government Schools Reference Guide*.

Those matters include:

- student discipline matters involving expulsions
- complaints about employee conduct or performance and complaints that should be dealt with by performance management, grievance resolution or disciplinary action
- complaints by the Department's employees related to their employment
- student critical incident matters
- other criminal matters.

Expectations

The school expects a person raising a concern or complaint to:

- do so promptly, as soon as possible after the issue occurs
- provide complete and factual information about the concern or complaint
- provide any relevant documents that support or evidence the complaint
- maintain and respect the privacy and confidentiality of all parties
- acknowledge that a 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.

The school will address any concerns and complaints received from parents:

- courteously
- efficiently
- fairly
- promptly, or within the timeline agreed with the person with the concern or complaint
- in accordance with due process, principles of natural justice and the Department's regulatory framework.

Raising concerns or complaints

In the first instance, a complaint should be made to the school.

The complainant should telephone, visit or write or email to:

- the student's teacher or home group teacher about learning issues and incidents that happened in their class or group
- the Team Leader or Assistant Principal, if your complaint involves many students
- the assistant principal about issues relating to staff members or complex student issues
- the principal about issues relating to school policy, school management, staff members or very complex student issues.

For contact details for any staff member, call the office on (9481 0009).

If it is not clear who to be contacted, please contact the Assistant Principal on (9481 0009).

For issues concerning –

- School Council or its sub-committees
- Contract Staff including: Instrumental Music Program; Before and After Care Program; After school sports program;

- Other parents

Please contact the Assistant Principal or Principal initially on (9481 0009) or email northcote.ps@edumail.vic.gov.au and mark it confidential.

Help with raising concerns or complaints

Personal support is most appropriate in situations where the complainant and others involved in the complaint process have emotional issues related to the complaint.

Complainants can seek the services of an advocate when they feel they are unable to express their concern clearly. An advocate can be a friend or someone who is available through an appropriate support organisation who does not receive a fee for service.

All parties involved in addressing a complaint may seek the services of a mediator when there is difficulty coming to an agreement. The school will ensure that the complainant is aware of these supports. A complainant who wishes to use these support services should ensure the person addressing the concern or complaint is aware of their intention and is in agreement.

Managing parent concerns and complaints information

The school may record the following details of all complaints received, even if the complaint appears to be minor:

- name and contact details (with permission) of the person with a concern or complaint
- the date the concern was expressed or complaint made
- the form in which the concern or complaint was received (such as face-to-face, by telephone, in writing, by email)

- a brief description of the concern or complaint
- details of the school officer responding to the concern or complaint
- action taken on the concern or complaint
- the outcome of action taken on the concern or complaint
- any recommendations for future improvement in the school's policy or procedures.

However, in the first instance, when the complaint is easily resolved in a telephone call, a brief note (e.g. in the school's/principal's/teacher's diary) recording the issue and the resolution may be all that is required.

Addressing concerns or complaints

- The school will make every effort to resolve concerns and complaints before involving other levels of the Department.
- The school will give a complainant a copy of its complaints procedures.

- The school will determine whether a concern or complaint should be managed through the school's concerns and complaints process or through other complaints processes of the Department.

Process for handling concerns or complaints

- All complaints will be noted and acted on promptly by the staff member who receives the
- complaint.
- The school will acknowledge all complaints made in writing. It will provide the complainant with a timeline for investigating the complaint.
- The assistant principal will investigate all complaints and will provide a response to the complainant.
- Concerns and complaints about general school matters (such as the timing of events, school policies and facilities) will be addressed by the principal or a relevant staff member.

Timeframes for handling complaints

The school will make every attempt to resolve a concern or complaint as quickly as possible. If your complaint involves many students and a range of issues, the school will need more time to investigate and resolve it.

Should the complaint involve complex issues, the school might need to take advice from the Department's regional office which may take more time. The school will tell the complainant the new timeline for addressing the complaint and the reasons for any delays. In all cases, the school will try to resolve a concern or complaint within 20 school days.

Remedies

If a concern or complaint is substantiated in whole or part, the school will offer an appropriate remedy. For example, at its discretion and depending on the circumstances, the school might offer:

- an explanation or further information about the issue
- mediation, counselling or other support
- an apology, expression of regret or admission of fault
- to change its decision
- to change its policies, procedures or practices
- to cancel a debt (such as for school payments)
- a fee refund.

The school will implement the remedy as soon as practicable.

Referral of concerns or complaints

If a person with a concern or complaint is not satisfied with the outcome determined by the school, they should contact the North-Western Victoria Regional Office.

The officer from the region will ask the complainant for a complete and factual account in writing of the concern or complaint and the complainant's opinion about why the school did not resolve it to their satisfaction.

If the complaint cannot be resolved by the complainant, school and regional office working together, the regional office may refer it to the Department's Group Coordination Division.

The Division will ask the complainant for a complete and factual account in writing of the concern or complaint and the complainant's opinion about why the school and regional office did not resolve it to their satisfaction and will ask the complainant to outline their view on the course of action required to resolve the complaint. Where the complainant is unable to provide a written account the officer from Group Coordination Division should act on the information provided.

Communication and training

The school will make information about procedures for addressing concerns and complaints readily available to parents and the school community, in clear and easy-to understand language.

The information will include:

- how a person can make a complaint
- the person's responsibilities
- information to be provided by the person
- who the person should contact and their contact details
- the process and timeframes for managing complaints.

Training and support

The school will:

- brief all members of staff (including volunteers) about its procedures to address concerns and complaints annually
- provide staff with (or provide access to) training and support appropriate to their responsibilities under the procedures
- ensure staff who manage complaints demonstrate the personal attributes outlined in the *Good Practice Guide: Ombudsman Victoria's guide to complaint handling for Victorian public sector agencies*.

Monitoring the parent complaints and policy

The school will monitor parent concerns and complaints and consider issues raised through the parent complaints process, and any other relevant information from the parent opinion survey, when undertaking a review of the school's policies, procedures and operations.

The school council will regularly review its policy and procedures to effectively address parent concerns and complaints as part of its cyclic policy and procedures review schedule.

Other resources

Northcote Primary School relevant Policies:

- Student Engagement and Wellbeing Policy
- Statement of Values
- Refer to Communications Policy for response times

School contact details:

- Phone – 9481 0009
- Email – northcote.ps@edumail.vic.gov.au
- NPS website – www.northcoteps.vic.edu.au

Parent Complaints, Government Schools –

<http://www.education.vic.gov.au/about/contact/Pages/complainschool.aspx>

Regional Office Contact details:

- North-Western Victoria Regional Office, Coburg
- Phone - 9488 9400
- Email - nwvr@edumail.vic.gov.au
- Website – www.education.vic.gov.au

Appendix 1

Northcote Primary School

Behavioural Expectations for all members of the community

PROMOTING HEALTHY, SAFE AND RESPECTFUL SCHOOL COMMUNITIES

Northcote Primary School recognises the importance of the partnership between schools and parents to support student learning, engagement and wellbeing. We share a commitment to, and a responsibility for, ensuring inclusive, safe and orderly environments for children and young people.

This Statement of Values sets out our behavioural expectations of all members in this school community, including the principal, all school staff, parents, students and visitors. It respects the diversity of individuals in our school community and addresses the shared responsibilities of all members in building safe and respectful school communities.

Discrimination, sexual and other forms of harassment, bullying, violence, aggression and threatening behaviour are unacceptable and will not be tolerated in this school.

Our Statement of Values acknowledges that parents and school staff are strongly motivated to do their best for every child. Everyone has the right to differing opinions and views and to raise concerns, as long as we do this respectfully as a community working together.

RESPONSIBILITIES

AS PRINCIPALS AND SCHOOL LEADERS, WE WILL:

- Work collaboratively to create a school environment where respectful and safe conduct is expected of everyone.
- Behave in a manner consistent with the standards of our profession and meet core responsibilities to provide inclusive, safe and orderly environments.
- Plan, implement and monitor arrangements to ensure the care, safety, security and general wellbeing of all students in attendance at the school is protected.
- Identify and support students who are or may be at risk.
- Do our best to ensure every child achieves their personal and learning potential.
- Work with parents to understand their child's needs and, where necessary, adapt the learning environment accordingly.
- Respond appropriately when inclusive, safe or orderly behaviour is not demonstrated and implement appropriate interventions and sanctions when required.
- Make known to parents the school's communication and complaints procedures.
- Ask any person who is acting in an offensive or disorderly way to leave the school grounds.

AS TEACHERS AND ALL NON-TEACHING STAFF, WE WILL:

- Model positive behaviour to students consistent with the standards of our profession.
- Proactively engage with parents about student outcomes.
- Work with parents to understand the needs of each student and, where necessary, adapt the learning environment accordingly.
- Work collaboratively with parents to improve learning and wellbeing outcomes for students with additional needs.
- Communicate with the principal and school leaders in the event we anticipate or face any tension or challenging behaviours from parents.
- Treat all members of the school community with respect.

AS PARENTS, WE WILL:

- Model positive behaviour to our child.
- Ensure our child attends school on time, every day the school is open for instruction.
- Take an interest in our child's school and learning.
- Work with the school to achieve the best outcomes for our child.
- Communicate constructively with the school and use expected processes and protocols when raising concerns.
- Support school staff to maintain a safe learning environment for all students.
- Follow the school's complaints processes if there are complaints.
- Treat all school leaders, staff, students, and other members of the school community with respect.

AS STUDENTS, WE WILL:

- Model positive behaviour to other students.
- Comply with and model school values.
- Behave in a safe and responsible manner.
- Respect ourselves, other members of the school community and the school environment.
- Actively participate in school.
- Not disrupt the learning of others and make the most of our educational opportunities.

AS COMMUNITY MEMBERS, WE WILL:

- Model positive behaviour to the school community.
- Treat other members of the school community with respect.
- Support school staff to maintain a safe and orderly learning environment for all students.
- Utilise the school's communications policy to communicate with the school.

THE DEPARTMENT OF EDUCATION AND EARLY CHILDHOOD DEVELOPMENT WILL:

- Provide support and advice to principals to equip them to manage and respond to challenging behaviour of students, parents and staff.
- Provide practical guidance and resources to support schools to manage and respond to challenging behaviour of students, parents and staff.
- Provide practical guidance and resources to support schools respond to and prevent bullying and promote cyber-safety and wellbeing.

- Provide access to evidence based resources and strategies to increase student safety, wellbeing and engagement.
- Provide schools with practical and legal support as required.
- Provide parents with practical guidance and resources to resolve conflicts with the school.

CONSEQUENCES FOR FAILING TO UPHOLD THE BEHAVIOURAL EXPECTATIONS

UNREASONABLE BEHAVIOURS

Behaviours that are considered inappropriate on and adjacent to school grounds or in relation to school business and that do not uphold the principles of this Statement of Values include when a person:

- is rude, aggressive or harasses others
- sends rude, confronting or threatening letters, emails or text messages
- is manipulative or threatening
- speaks in an aggressive tone, either in person or over the telephone
- makes sexist, racist or derogatory comments
- inappropriately uses social media as a forum to raise concerns/make complaints against the school
- is physically intimidating, e.g. standing very close.

CONSEQUENCES

Principals are responsible for determining what constitutes reasonable and unreasonable behaviour.

Unreasonable behaviour and/or failure to uphold the principles of this Statement of Values may lead to further investigation and the implementation of appropriate consequences. This may include:

- utilising mediation and counselling services
- alternative communication strategies being applied
- formal notice preventing entry onto school premises or attendance at school activities. Written notice will follow any verbal notice given.
- an intervention order being sought
- informing the police which may result in a charge of trespass or assault

By agreeing to meet specified standards of positive behaviour, everyone in our school community can be assured that they will be treated with fairness and respect. In turn, this will help to create a school that is safe and orderly, where everyone is empowered to participate and learn.

This policy was ratified by School Council: