



Spencer Park Primary School Complaints Management Policy (2010)

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.
- Complaints can be lodged with the school using any of the contact methods listed above. Written complaints should be addressed to the Principal and marked **PRIVATE AND CONFIDENTIAL**.

MINIMUM INFORMATION WHEN MAKING A COMPLAINT

You should provide relevant information on the attached form 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 Regional Executive Director. To do this contact:

Coordinator Regional Operations, Albany Education District Office
85 Serpentine Rd, ALBANY WA 6330

While this request can be made verbally, it is preferable that it is made in writing.

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 Department of Education and Training website on: www.eddept.wa.edu.au
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 complaints handling process annually.