



Coburg West
Primary School

COMPLIMENTS, FEEDBACK AND COMPLAINTS POLICY

1. PURPOSE

- 1.1. We, Coburg West Primary School, welcome compliments and feedback from the school community regarding all aspects of school performance. We will use this to inform the development and improvement of our school's policies, programs and services.
- 1.2. On occasions, parents and carers may have concerns about particular aspects of their child's schooling. This policy outlines a clear process for resolving issues in a positive and supportive manner, in addition to:
 - 1.2.1. providing a safe and supportive learning environment
 - 1.2.2. building relationships between students, parents/carers and staff
 - 1.2.3. providing a safe working environment for staff.
- 1.3. All complaints will be taken seriously and considered in the context of the expectations referenced within the values and behaviours set out in the school's [Code of Conduct](#).
- 1.4. The Department of Education and Training (DET) recommend that concerns and complaints should be addressed at the school level wherever possible. The timeframe of the outcome is dependent on the circumstances. However, we aim to resolve concerns in a timely and sensitive manner.

2. OUR ROLE

- 2.1. Under this policy, we will:
 - 2.1.1. Encourage community members to provide positive and constructive feedback.
 - 2.1.2. Ensure all reasonable steps are taken to effectively address any feedback and resolve concerns and complaints.
 - 2.1.3. Maintain the confidentiality of all parties.

- 2.1.4. Ensure a fair opportunity for any person negatively affected by the complaint to be told of the issues and provide a response.
- 2.1.5. Contact the DET regional office for support with any complex complaints.
- 2.1.6. Communicate the outcomes of complaints and grievances, where possible, to all relevant parties.
- 2.1.7. Develop and implement administrative procedures to give effect to this policy.
- 2.2. Additionally, we will provide information about this policy:
 - 2.2.1. To parents, carers and the school community on a regular basis.
 - 2.2.2. To all new staff members upon commencement.
 - 2.2.3. To all existing staff members and volunteers annually.
- 2.3. We will provide staff with, or provide staff with access to, training and support appropriate to their responsibilities under the policy and any administrative procedures.

3. GUIDELINES FOR COMPLIMENTS AND FEEDBACK

- 3.1. Under this policy, parents and carers can provide compliments and feedback on all aspects of school performance and actions of the school community.
- 3.2. We will use compliments to identify positive practices and acknowledge those involved.
- 3.3. We will use positive feedback and suggestions to direct school improvement, including to programs, policies, processes, facilities and services, where possible.
- 3.4. We will forward all compliments and feedback received in writing through the school email address, coburg.west.ps@edumail.vic.gov.au or the school office to the Principal and Assistant Principal or relevant staff member.
- 3.5. We will share all compliments received in recognition of our school with staff at meetings.
- 3.6. We will use compliments about staff to provide positive feedback to the individual.
- 3.7. We will share all compliments regarding our students with the individual(s), their class teacher and, where appropriate, acknowledged at assemblies and through school communications channels.
- 3.8. You can give compliments and feedback anonymously.
- 3.9. If you provide your name on any compliment, we may identify you to any staff member, student or as part of any school communications, you specifically request not to be identified.

- 5.1.2. **The year level coordinator:** you should speak with the year level coordinator when students from other classes are involved in Section 6, Step 1.
- 5.1.3. **Assistant Principal / Leadership team:** you should speak with the Assistant Principal or another member of the leadership team to resolve concerns and complaints relating to staff members or complex student issues: Section 6, Step 2.
- 5.1.4. **Principal:** you should speak with the Principal to resolve concerns and complaints relating to school policy and school management: Section 6, Step 3 . Complaints regarding staff can also be raised with the Principal, but will be managed under the DET's policy regarding [Conduct](#).
- 5.1.5. **Regional Director:** concerns or complaints in relation to the School Principal must be referred to the DET Region Director: Section 6, Step 4.

6. IMPLEMENTATION

- 6.1. We will follow the below process in handling complaints. This is shown in Appendix 1.

Step 1 – Meet with Staff

- 6.2. Teachers are very willing to meet with parents at a negotiated appointed time. If you cannot speak directly to the staff member, phone the school office. The office staff will arrange for the staff member to contact you as soon as possible.
- 6.3. If you feel uncomfortable approaching the school, a member of the [School Council](#) or another parent familiar with school procedures can support you to establish contact. You can also use a support person such as a friend, colleague or advocate from an agency to assist you through the complaint process.
- 6.4. Meet with the staff member and discuss your concern respectfully. The staff member will inform you as to how the complaint will be addressed.
- 6.5. Details of all complaints, both written and verbal, as well as any response become school documentation.

Step 2 – Contact the Leadership team

- 6.6. If you consider the issue you have raised is not resolved, or your concern or complaint relates to staff members or complex student issues, contact the Front Office to make an appointment with a member of the Leadership Team. The Leadership Team consists of the Principal, Assistant Principal and leading teachers.
- 6.7. Depending on the nature of the complaint, the issue may be referred to the year level coordinator if they have not previously been involved.

4. GUIDELINES FOR COMPLAINTS

- 4.1. Under this policy, we will consider all complaints made about:
- 4.1.1. General issues of student behaviour that are contrary to the school's code of conduct.
 - 4.1.2. Incidents of bullying or harassment in the classroom or the school grounds.
 - 4.1.3. Learning programs, assessment and reporting of student learning.
 - 4.1.4. Communication with parents.
 - 4.1.5. School fees and payments.
 - 4.1.6. General administrative issues.
 - 4.1.7. Any other school-related matters.
- 4.2. **Exclusionary matters:** This policy does not apply to matters where rights and processes for review and appeal already exist. These include:
- 4.2.1. Student expulsions, see: DET policy regarding [Expulsions](#)
 - 4.2.2. Complaints about staff, including unsatisfactory staff performance and conduct, that if upheld, would constitute misconduct. These matters can be raised directly with the Principal in accordance with DET's policy regarding [Conduct](#)
- 4.3. **Anonymous complaints:** You can make a complaint anonymously. However, we may be unable to make proper enquiries or provide a fair process to affected individuals if you are unidentified. We will also be unable to provide you with feedback or work with you to resolve your complaint. We will liaise with DET staff responsible for handling parent complaints to determine to what extent any anonymous complaint should be investigated.
- 4.4. You can make a complaint verbally or in writing. You should **not** use Social Media to raise concerns or complaints.

5. PARENT/CARER COMPLAINTS

- 5.1. You should make your complaint to the most appropriate person. We may direct your complaint to another person if they are better placed to respond. If your complaint or concern remains unresolved, the process for escalating your complaint is outlined in paragraph 6.
- 5.1.1. **The teacher:** you should speak with the teacher first to resolve concerns and complaints relating to **student** learning and specific student incidents in the teacher's class or group. We encourage you to raise your concerns respectfully and via open conversations: Section 6, Step 1.

Step 3 – Contact the Principal

- 6.8. If the issue involves student policies or management, or is another matter that remains unresolved, parents and carers may contact the Front Office to make an appointment with the Principal.

Step 4 – Contact the DET Regional Director

- 6.9. If the issue concerns the School Principal, or is another matter that is unresolved, parents and carers can contact the Regional Director at the North-Western Victoria Region:

Address: Level 2, 189 Urquhart Street, Coburg. Vic, 3058
Telephone: 03 9488 9488

Step 5 – Contact DET Central Office

- 6.10. If any issue or complaint remains unresolved after completing this process, parents and carers may lodge their complaint to the DET Parent Complaint Unit:

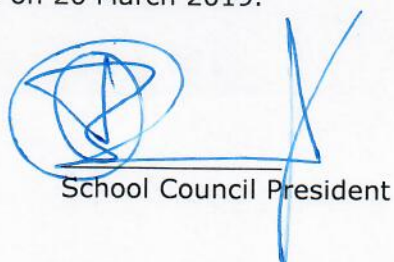
Telephone: 13 22 89
Address: Department of Education and Training,
GPO Box 4367
MELBOURNE, Victoria 3001

7. EVALUATION

- 7.1. We will review this policy as part of the school's three-year review process. As part of that review, we will ensure that this policy is consistent with any DET policy.
- 7.2. We will regularly review our record of complaints to identify common or recurring issues that may need to be addressed.

Approved by the CWPS School Council on 20 March 2019.

Signed


Principal
School Council President

References/resources

<https://www.education.vic.gov.au/parents/going-to-school/Pages/school-complaints.aspx>
[www.eduweb.vic.gov.au/edulibrary/public/commrel/contacts/POLICY AND GUIDES Addressing parents concerns.](http://www.eduweb.vic.gov.au/edulibrary/public/commrel/contacts/POLICY_AND_GUIDES_Addressing_parents_concerns)

PARENT COMPLAINT FLOWCHART

