



Ramco Primary School

Complaint Policy and Procedure

At Ramco Primary School, we are committed to delivering high quality education and care. We always welcome contact from parents / caregivers and often it is this contact which provides the school with much needed information we can use for change and improvement.

Concern: an issue of importance raised informally to improve or change a situation

Complaint: a grievance which needs to be fairly addressed and resolved

We recognise that at times things go wrong and you may feel that your expectations for your child are not being met. If you have a concern or complaint, then you are encouraged to raise it. It is important to work together, talk, listen and find solutions so that we can improve your child's experience and learning, and improve our services to the community.

While this guide aims to help you raise concerns or complaints, keep in mind that we also welcome your positive feedback and compliments, which can sometimes be overlooked in our busy lives.

Use this guide to help you think about what you are concerned about and how to resolve the matter respectfully and effectively.

A parent or student can raise a concern or complaint if they think that the school/staff member has:

- made a significant mistake
- failed to do something that should have been completed
- acted unfairly or impolitely.

Your concern or complaint may be about:

- the type, level or quality of services
- the behaviour and decisions of staff
- a policy, procedure or practice.

Teachers, principals, and other education department staff will work alongside you to agree on a plan of action and a timeframe for resolving your issues or concerns.

Sometimes a complaint is about something we have to do because of state or federal law. In such cases we are able to talk to you about the matter and help you understand the requirements and why they exist.

Making a complaint

DECD is committed to fair, effective and efficient complaint management and therefore endorses a Three Level Model of Complaint Handling recognised as best practice in the Australian / New Zealand Standard AS/NSZ10002:2014

LEVEL 1 – FRONTLINE COMPLAINT RESOLUTION

Complaint management and resolution at DECD local sites.

LEVEL 2 – CENTRALISED COMPLAINT RESOLUTION

Complaints that have not been resolved at a local level may be raised with the DECD Complaint Unit.

LEVEL 3 – EXTERNAL COMPLAINT RESOLUTION

Complaints that have not been resolved at a central level may be raised with an external statutory authority.

Before you begin

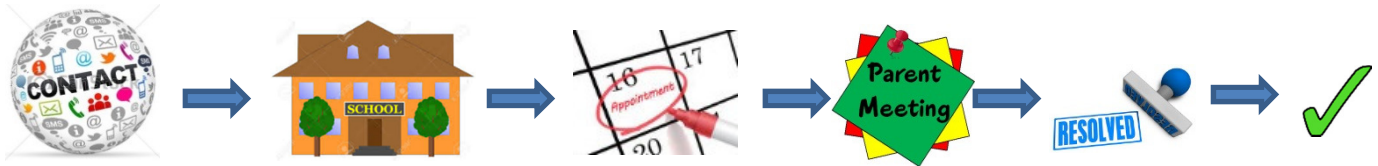
There are some points to keep in mind if you have a complaint:

- Clearly identify the issue and let us know what you would like us to do about it. Sometimes it can help to write down key points to refer to when you are reporting the problem, *eg: When, where, why it happened? Who was involved? Did anyone see? How does it affect my child? Who can help solve the problem? What is an acceptable solution?*
- Complaints should focus on the facts or details of what happened - avoid personal insults, inflammatory statements and threatening or intimidating comments
- A friend or representative from a support organisation can attend any meeting with you. This person is not there to speak for you or to answer questions on your behalf. It's important that it's your opinions and feelings that are voiced and heard by all parties.

- If an interpreter is required, please let us know prior to any meeting.
- It's best to only discuss your complaint with people directly involved in the complaint or resolution process. This will help limit damage that can be caused by rumours.
- When a lawyer is engaged by one of the parties, the issue becomes a legal matter and will be referred to the Legal Services Unit of the department.

1. Level 1 - Tell the school first

Contact the school to arrange a time to meet with the teacher or arrange to have a discussion with them on the phone. They will look into your concerns and get back to you as soon as possible.



If the matter is **not resolved**, or if your complaint is about a teacher, you may want to meet with or write to the principal. They will work with you and the staff member to resolve the issue. The school will aim to resolve your concern or complaint as soon as possible. It is mandatory that all staff follow DECD *“Consumer Complaints Management and Resolutions Procedure”* and all parties are to adhere to *“Individual Rights and Mutual Responsibilities of the Parties to a Complaint”* referred to as Appendix A of Consumer Complaints Management and Resolutions Procedure.

Complaints are promptly acknowledged (within 2 working days), either verbally or written. Complaints will be assessed and prioritised in accordance with the urgency of the issues raised. Where a matter can be quickly resolved, it may be possible to provide the outcomes of the investigation in the same interaction as receiving and acknowledging the complaint.

If you are unsatisfied or a resolution is not successful then proceed to Level 2 and contact the DECD Education Complaint Unit.

2. Level 2 - Contact DECD Complaint Unit

The Education Complaint Unit provides advice and support to the community in relation to complaints about DECD public schools, preschools and early childhood services.

The unit:

- facilitates complaints resolution procedures between complainants and DECD schools, preschools or early childhood services where possible
- advise complainants about their avenues or internal and external review where complaints have not been resolved at a local level
- may provide a formal review of complaints where there are concerns of procedural error or unreasonableness by a DECD public school, preschool or early childhood service.

The complaint unit will:

- Acknowledge your complaint within two working days
- Investigate / follow up complaints in accordance with the principles of procedural fairness and open disclosure and the *“Individual rights and mutual responsibilities of parties to a complaint”*
- Ensure that complaints enquiries are undertaken in a planned, logical and consistent manner.
- Let you know what has been done and when you can expect to hear about the outcome.

Email: DECD.EducationComplaint@sa.gov.au

Phone: 1800 677 435

If you are not satisfied with the response or a resolution is not successful, formal internal review or external review must be offered. Refer to DECD Consumer Complaints Management and Resolutions Procedure for further detailed information.

Supporting documents

- DECD Consumer Complaints Management and Resolution Policy
- DECD Consumer Complaints Management and Resolutions Procedure
- DECD Unreasonable Complainant Conduct Procedure

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