



Woody Yaloak Primary School Parent Concerns and Complaints School Procedures

School Values

The school's Values for Complaints and Concerns can be stated as:

- providing a safe and supportive learning environment
- building relationships between students, parents and staff
- providing a safe working environment for staff.
- acknowledging our diversity while providing respect, fairness and dignity for all

They are used to determine the approach when handling a concern or complaint

Raising a Concern or Complaint

Parents can raise a concern or complaint with:

- A teacher over class matters
- Principal- policy and very complex staff & student issues.

Complaints or Concerns

Complaints or concerns can be made by:

- Phone or appointment
- In writing- a form available

School Record

- A school record is to be maintained for all concerns and complaints
- A School record form is to be used

Steps to Address a Concern or Complaint

1. Address the Complaint by

- Provide parent with copy of complaints procedures
- Act on the complaint promptly
- Acknowledge complaints in writing and set timelines
- A delegated staff member to fully investigate
- Try to ensure resolution reached in 7 days

2. Notify Parent of Outcome

- Best done in meeting format
- Report on actions and result
- Outcomes to be:
 - Complaint resolved- see remedies
 - Complaint dismissed- provide reasons
 - Complaint addressed- see remedies

3. Remedies

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.

4. Advice and Support

Advice and support for parents is available in the school from:
The Principal or Campus Office