

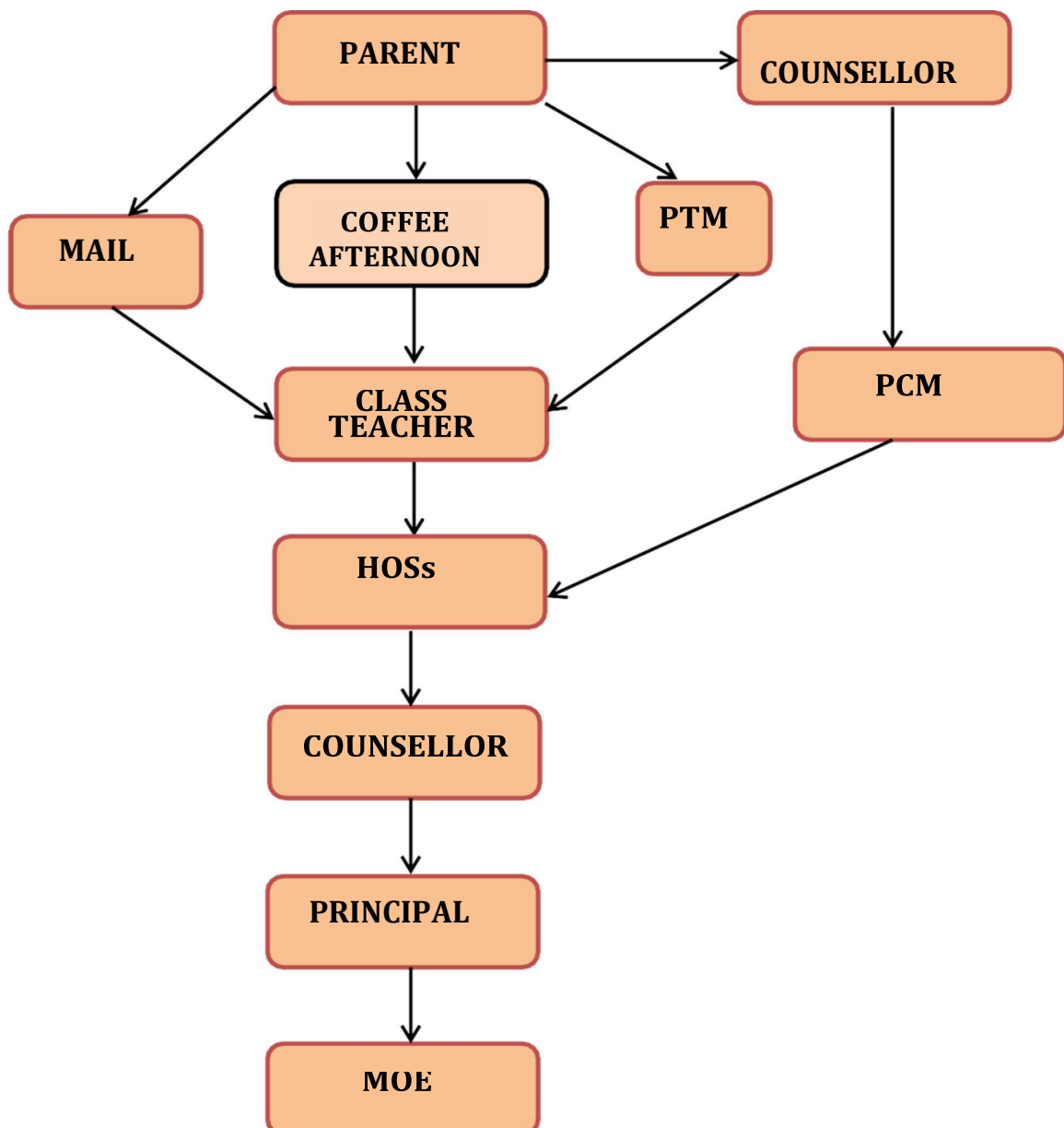


CONCERNS & COMPLAINTS POLICY (2022-2023)

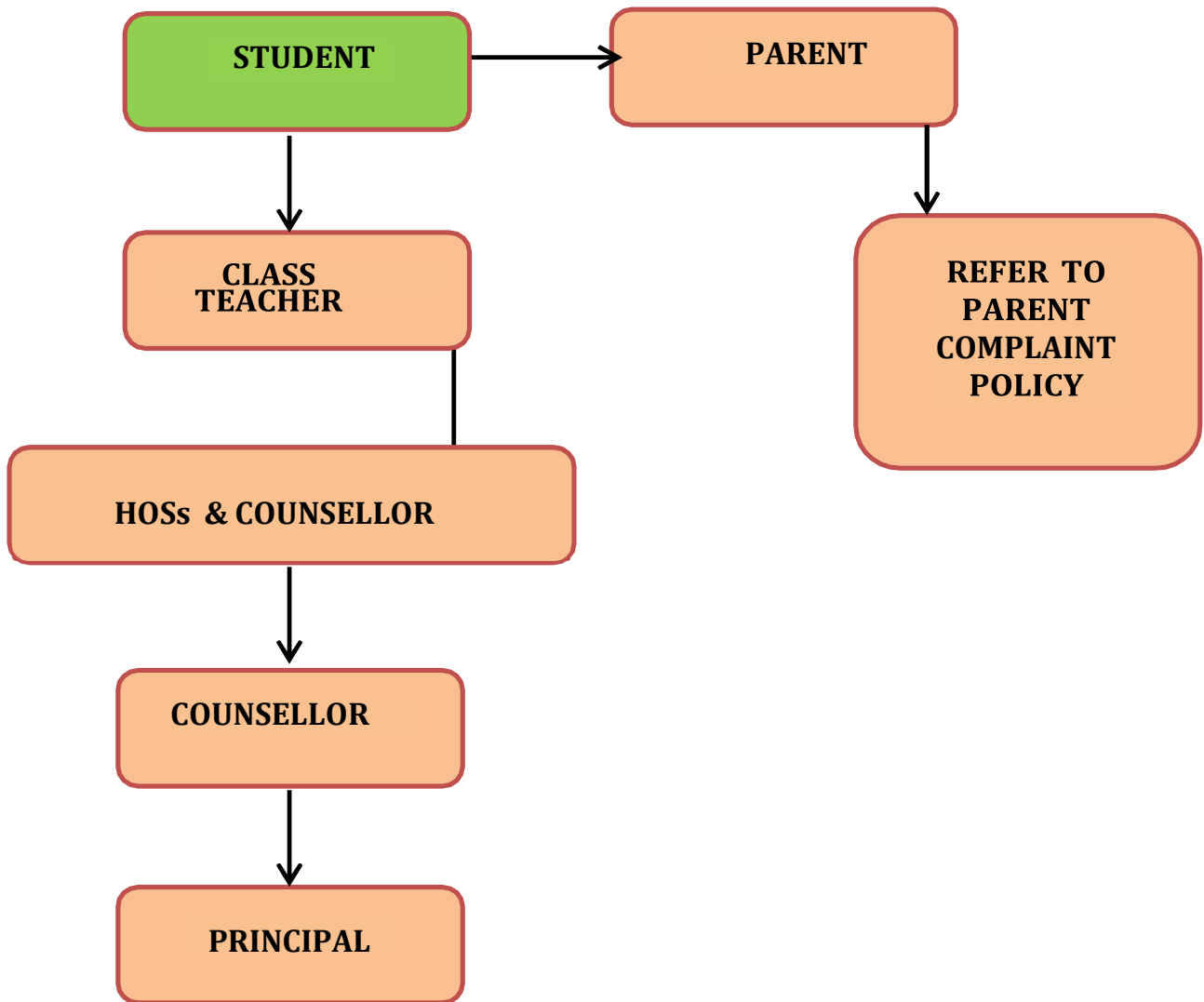
A complaint is an expression of dissatisfaction made, by a student, a parent or staff member with a legitimate reason for the best interest of the school. It may be about school policies or procedures, the conduct, actions or omissions of members of staff employed at the school or the standards of teaching and learning etc.

Any person or organization (the complainant) who is dissatisfied with the service provided by the school for any reason, may put across the concern(s). A complaint maybe oral or written.

Parent Complaint Flow Chart



Student Complaint Flow Chart



Introduction

The school's approach to handling concerns and complaints is based on a commitment to:

- provide a safe and supportive learning environment
- build relationships between students, parents, and staff
- provide a safe working environment for staff.
- to be transparent and fair.

This policy and its associated procedures are to ensure that concerns and complaints are dealt with in a fair and transparent way. Concerns and complaints will be handled responsibly, openly and in a timely manner, with the aim of resolving the matter to the satisfaction of all parties.

Policy Statement

This policy and its associated procedures cover concerns and complaints about:

- general issues of student behavior that are contrary to the school's code of conduct.
- incidents of bullying or harassment in the classroom or the school campus.
- learning programs, assessment, and reporting of student learning.
- communication with parents.
- school fees and payments.
- general administrative issues.

Expectations

The school expects parents/guardian and 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.
- maintain and respect the privacy and confidentiality of all parties.
- acknowledge that the 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 differences, rather than judge and blame.
- Recognize that all parties have rights and responsibilities which must be taken into consideration and balanced.

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

- Courteously
- Efficiently
- Fairly
- Promptly, or within the timeline agreed with the person with regard to the concern or complaint
- In accordance with due process, principles of natural justice.

The Stages of Complaints

- 1) Complaint brought to the attention of the class teacher or person offering the service, in the event of extended school services, to be resolved informally.
- 2) Complaint heard by the Principal.

RAISING A CONCERN OR COMPLAINT

A parent/ guardian can raise concern or complaints about any aspect of the school's operations

ABOUT WHAT / ISSUE	WHO TO CONTACT	HOW
<ul style="list-style-type: none">• Classroom Activities• Curriculum• Teaching	<ul style="list-style-type: none">• Class Teacher• Section Supervisor	<ul style="list-style-type: none">• Telephone• Email• Note in student's diary• Arrange an appointment
<ul style="list-style-type: none">• Complex student issues• Student Welfare• School Curriculum• Staff Members	<ul style="list-style-type: none">• Class Teacher• Head of Section• Counsellor	<ul style="list-style-type: none">• Telephone• Email• Note in student's diary• Arrange an appointment
<ul style="list-style-type: none">• School Policy• School Management• School Operations	<ul style="list-style-type: none">• Principal	<ul style="list-style-type: none">• Telephone• Email• Arrange an appointment
<ul style="list-style-type: none">• School Fees & Payments• School Transport• General enquires	<ul style="list-style-type: none">• Accountant• Administrative Staff	<ul style="list-style-type: none">• Telephone• Email•

Investigating Complaints

At each stage, the person investigating the complaint will:

- establish what has happened so far, and who has been involved.
- clarify the nature of the complaint and what remains unresolved.
- meet with the complainant or contact them (if unsure or further information is necessary).
- clarify what the complainant feels, would put things right.
- Interact with those involved in the matter and/or those complained of, allowing them to be accompanied if they wish.
- conduct the interaction with an open mind and be prepared to persist in the questioning.
- keep notes of the interaction.

Remedies

When a complaint is justified, the school will work with the person to find an appropriate remedy such as:

- An explanation or further information
- Mediation, counseling, or other support
- An apology, expression of regret or admission of fault.

The school will implement the remedy as soon as it can. If the remedy is ongoing, the school will try and keep the person updated with the progress.

MONITORING THE PARENT COMPLAINTS POLICY

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

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

Courtesy and Respect

A complainant can expect to be treated with courtesy, respect, and fairness always. The school also expects that the complainant will also treat the staff dealing with the complaint with the same courtesy, respect, and fairness. The school will not tolerate threatening, abusive or unreasonable behavior by any complainant. Such situations are rare, however, should they happen, the school will cease communication with the complainant immediately, in accordance with the school policy and will inform the appropriate authorities as necessary.