



## COMPLAINTS MANAGEMENT POLICY

### RATIONALE

Inglewood Primary School exists for the betterment of all of its stakeholders. If and when disputes or complaints arise, it is incumbent upon us to investigate and, where possible, resolve the situations as efficiently as possible. The collaboration between the school community and the wider community is an important part of that process whereby the transparency and fairness of the procedures are clearly understood by all parties.

### GUIDELINES

- Staff at Inglewood Primary School are responsible for managing the resolution of disputes and complaints lodged with us.
- We will make every effort to resolve disputes and complaints lodged with us promptly according to the principles of procedural fairness.
- In instances where a complaint or dispute cannot be resolved, the complainant, Principal or Regional Executive Director can forward written complaints to the Director General of the Department of Education and Training.
- Complaints judged to be vexacious, trivial or without substance, or where no further action is warranted will not be progressed. You will be advised of this decision in writing.

### Making a Complaint

Complaints can be made :

- Verbally;
- by letter;
- by email; or
- by fax

Help is available at Inglewood Primary School to support complainants to formulate, write and lodge a complaint. Complaints can be lodged with the school using any of the contact methods listed above.

The following information should be provided 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 2 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 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 acknowledgement letter for a written complaint, this person will be identified for you.

### **Outcome of a complaint**

- If you are dissatisfied with Inglewood Primary School's attempts to resolve your complaint, you may wish to escalate your concerns to the North Metropolitan Education Regional Office. Information for escalating a concern complaint can be obtained from NMERO on 9285 3600

### **ATTACHMENTS**

Whilst not directly attached to this policy, the Department of Education's Disputes and Complaints Policy contains a range of additional information pertaining to the complaints management process. This is inclusive of relevant flow charts, rights and responsibilities and processes such as mediation. This policy can be obtained from the school principal, or NMERO upon request.