

## 303 PARENT COMPLAINTS

Adopted 2017    Review in 2021

### PURPOSE

The purpose of this policy is to ensure that our school responds to parent concerns and complaints in an effective and timely manner.

In accordance with Departmental policy and procedures staff at Ivanhoe East Primary School adhere to the document entitled **Parent Complaints policy (interim) at the following link:**

<http://www.education.vic.gov.au/Documents/school/principals/spag/community/policyparentsconcerns.docx>

The underlying premise of the complaints management policy is that parent concerns and complaints are best and most effectively managed at the school level.

When addressing parent/guardian concerns or complaints, the Department and this school must:

- abide by relevant regulatory and legislative frameworks
- maintain confidentiality
- balance the rights and responsibilities of all parties
- ensure all parties are aware of their right to advocacy
- act in a manner that seeks to achieve an outcome acceptable to all parties.

**Note:** This policy does not apply to matters about which there are existing rights (and processes for) review and appeal, such as matters relating to serious employee misconduct, student critical incidents and criminal activities.

### IMPLEMENTATION

When making a complaint:

- the school should always be your first point of contact
- concerns are best resolved at the school
- the Department expects that most complaints will be resolved by the school.

When making a complaint, parents should follow the flowchart in the document to be found through the link above.

### EVALUATION

Policy to be reviewed as part of the school's four-year review process in 2021.

### RELATED POLICIES AND DOCUMENTS

This policy should be considered in consultation with the following other policies and documents:

Number	Name
102	Freedom of Information
103	Privacy
105	Communications Protocol
410	Complaints
411	Unsatisfactory Performance & Misconduct
415	Staff Welfare
<a href="http://www.education.vic.gov.au/school/principals/spag/community/pages/parentcomplaints.aspx">http://www.education.vic.gov.au/school/principals/spag/community/pages/parentcomplaints.aspx</a>	
Ombudsman Inquiries	
<a href="http://www.education.vic.gov.au/school/principals/spag/governance/pages/ombudsman.aspx">http://www.education.vic.gov.au/school/principals/spag/governance/pages/ombudsman.aspx</a>	

Information Privacy <a href="http://www.education.vic.gov.au/school/principals/spag/governance/Pages/privacy.aspx">http://www.education.vic.gov.au/school/principals/spag/governance/Pages/privacy.aspx</a>
Charter of Human Rights and Responsibilities Act 2006
Education and Training Reform Act 2006
Education and Training Reform Regulations 2007
Information Privacy Act 2000
Wrongs Act 1958
Information on the Department's complaints process is also available for parents, and includes advice on how best to approach the school with a concern or complaint <a href="http://www.education.vic.gov.au/Documents/about/contact/parentcomplaintbrochure.docx">http://www.education.vic.gov.au/Documents/about/contact/parentcomplaintbrochure.docx</a>

The guides below provide practical advice for school staff about issues to consider when managing parents' concerns and complaints.

1. [Building positive relationships \(PDF - 70Kb\) \(pdf - 70.29kb\)](#)  
<http://www.education.vic.gov.au/Documents/school/principals/spag/community/guide1relationship.pdf>
2. [Dealing with a complainant \(PDF - 73Kb\) \(pdf - 72.82kb\)](#)  
<http://www.education.vic.gov.au/Documents/school/principals/spag/community/guide2complaint.pdf>
3. [Improving your listening skills \(PDF - 69Kb\) \(pdf - 68.74kb\)](#)  
<http://www.education.vic.gov.au/Documents/school/principals/spag/community/guide3listening.pdf>
4. [Saying 'yes' and 'no' with confidence \(PDF - 79Kb\) \(pdf - 78.91kb\)](#)  
<http://www.education.vic.gov.au/Documents/school/principals/spag/community/guide4yesno.pdf>
5. [Understanding the blame cycle \(PDF - 72Kb\) \(pdf - 72kb\)](#)  
<http://www.education.vic.gov.au/Documents/school/principals/spag/community/guide5blame.pdf>
6. [Managing a request for an apology \(PDF - 71Kb\) \(pdf - 71.15kb\)](#)  
<http://www.education.vic.gov.au/Documents/school/principals/spag/community/guide6apology.pdf>
7. [Moving beyond a stalemate \(PDF - 82Kb\) \(pdf - 81.73kb\)](#)  
<http://www.education.vic.gov.au/Documents/school/principals/spag/community/guide7stalemate.pdf>
8. [Encouraging fair play in negotiations \(PDF - 82Kb\) \(pdf - 81.73kb\)](#)
9. [Managing aggressive reactions \(PDF - 75Kb\) \(pdf - 74.97kb\)](#)  
<http://www.education.vic.gov.au/Documents/school/principals/spag/community/guide9reactions.pdf>
10. [Managing unreasonable complainant conduct \(PDF - 89Kb\) \(pdf - 88.53kb\)](#)  
<http://www.education.vic.gov.au/Documents/school/principals/spag/community/guide10conduct.pdf>
11. [Responding to strong emotion \(PDF - 65Kb\) \(pdf - 65.23kb\)](#)  
<http://www.education.vic.gov.au/Documents/school/principals/spag/community/guide11emotions.pdf>
12. [Managing confrontation \(PDF - 84Kb\) \(pdf - 84.1kb\)](#)  
<http://www.education.vic.gov.au/Documents/school/principals/spag/community/guide12confrontation.pdf>
13. [Managing your anger \(PDF - 78Kb\) \(pdf - 77.78kb\)](#)  
<http://www.education.vic.gov.au/Documents/school/principals/spag/community/guide13anger.pdf>
14. [Being calm in a high-stress situation \(PDF - 75Kb\) \(pdf - 75.3kb\)](#)  
<http://www.education.vic.gov.au/Documents/school/principals/spag/community/guide14stress.pdf>