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# Hawthorn West Primary School

## Complaints and Grievous Resolution Policy

### Rationale

Hawthorn West Primary School is committed to providing a safe, inclusive and supportive environment for all members of the school community. Where possible, dealing with and resolving concerns and complaints in a fair and equitable way assists in building and maintaining positive relationships between students, parents and staff.

### Program Objective

To ensure that there are clear guidelines to enable parents to raise concerns and complaints at the school level.

### Implementation:

The school expects a 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 a 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 difference, rather than judge and blame
- recognize that all parties have rights and responsibilities which must be balanced

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

- courteously
- sensitively
- confidentially
- fairly
- promptly, or within the timeline agreed with the person with the concern or complaint
- in accordance with due process, principles of natural justice and the Department's regulatory framework

In the first instance, concerns and complaints about school matters should be made to:

- The student's classroom teacher about learning issues and incidents involving their class or group
- The Assistant Principal/Principal about issues related to staff members, school policy, school management or complex student issues

Anonymous complaints are not accepted or acted upon.

Upon receipt of a complaint (either face-to face, telephone, written or email), the Principal or other appropriate person is to:

- Discuss the issue with the person who is the subject of the complaint
- Provide a copy/description of the complaint to the staff member who is the subject of complaint (if appropriate)
- Clarify the issues of complaint
- Investigate and discuss options for resolution with all parties
- Decide on the option deemed to be most appropriate
- Implement a decision and provide feedback to all concerned

If a satisfactory outcome is not achieved, further conciliation may take place in an effort to resolve any outstanding matters. On rare occasion where resolution is unlikely, a decision will be made by the Principal with the best learning outcome for all students considered paramount.

#### **Definitions:**

**School community:** Comprises the principal, staff, coaches, parents, guardians, step-parents, relatives, friends, supporters, carers and invitees of the School, who attend at the School, or elsewhere, for the purposes of visiting, viewing, participating, supporting or being present for any official, sporting or social activity held by or for the benefit of the School and its students within School premises.

**Respect:** Value the rights, religious beliefs and practices of individuals. Refrain from actions and behaviour that constitute harassment or discrimination.

#### **Evaluation:**

This Policy was endorsed by the Hawthorn West Primary School Council at a committee meeting on 11<sup>th</sup> June 2013 and is subject to review every 3 years.