



Complaints POLICY

Mount Pleasant Road Primary School

A. Rationale:

A.1. Positive, clear and effective processes for resolving grievances between the school and community members assists in the building of strong relationships and ultimately provides students with an enhanced learning environment.

A.2 Mount Pleasant Road Primary School welcomes feedback, both positive and negative, and is committed to continuous improvement. We value open communication with our families and are committed to understanding complaints and addressing them appropriately. Community members also have an obligation to read notices and newsletters, to attend briefings, and to seek clarification when required.

B. Aims:

B.1. To provide clear, positive and fair processes that ensure complaints can be raised and resolved by families, students including International Student Program participants in a timely, effective, fair and respectful manner.

B.2. To provide an outline of the complaints process at Mount Pleasant Road Primary School so that parents and members of the community are informed of how they can raise complaints or concerns about issues arising at our school.

B.3. To provide records of complaints or appeals process (in alignment with DET IED Complaints policy and appeals process)

C. Implementation:

C.1. This policy relates to complaints brought by parents, carers, students or members of our school community and applies to all matters relating to our school.

C.2. This policy will be made available to the school community through the website, SENTRAL Parent Portal and on request.

C.3. When addressing a complaint, it is expected that all parties will:

C.3.1. raise and discuss issues in a courteous and respectful manner.

C.3.2. acknowledge that the goal is to achieve an outcome that is in the affected student's best interests and acceptable to all parties.

C.3.3. act in good faith and respect the privacy and confidentiality of those involved, as appropriate

C.3.4. recognise that all parties, including the broader school community, have rights and responsibilities that must be balanced.

C.3.5. recognise that schools and the Department may be subject to legal constraints on their ability to act or disclose information in some circumstances.

C.4. Mount Pleasant Road Primary School encourages parents, carers or members of the community who may wish to submit a complaint to:

C.4.1. carefully consider the issues they would like to discuss.

C.4.2. remember they may not have all the facts relating to the issues that they want to raise.

C.4.3. think about how the matter could be resolved.

C.4.4. be informed by checking the policies and guidelines set by the Department and Mount Pleasant Road Primary School.

C.4.5. contact the school to outline the complaint, parties involved and the manner in which they wish to discuss the matter (e.g. face to face, phone call, Sentral messaging, email).

C.5. If the matter involves the complainant's child, an issue of everyday class operation or Before and After Care, complainants should make an appointment to see the relevant classroom teacher, detailing the reasons for the appointment.

- C.6. An appointment should be made with the Principal to discuss issues involving school policy, operations beyond the child's classroom, and concerns about staff, or complaints that are not easily resolved. These complaints may need to be made in writing either by email or letter.
- C.7. All formal discussions and processes involving complaints will be documented
- C.8. All grievances are to be kept as confidential as possible.
- C.9. Staff will try to establish the facts as clearly as possible by communicating with all relevant parties to ensure all voices are heard and all relevant information is known.
- C.10. The school will respond in a timely manner to all complaints (up to 48 business hours). If more time will be needed to establish facts or acquire important information, the complainants will be contacted to make interim arrangements.
- C.11. Depending on the issues raised in the complaint, the Principal, Assistant Principal or nominee may need to gather further information to properly understand the situation. This process may also involve speaking to others to obtain details about the situation or the concerns raised.
- C.12. Where possible, a resolution meeting will be arranged with the Principal or Assistant Principal to discuss the complaint with the objective of reaching a resolution satisfactory to all parties. In some circumstances, the Principal may determine that a resolution meeting would not be appropriate. In this situation, a response to the complaint will be provided in writing.
- C.13. The Principal, Assistant Principal and School Council president will exercise their judgement as to whether or not they will act upon anonymous complaints.
- C.14. Where appropriate, Mount Pleasant Road Primary School will seek to resolve a complaint through actions consistent with school values that are intended to support the student, parent and school relationship, engagement, and participation in the school community.
- C.15. In some circumstances, Mount Pleasant Road Primary School may also ask a complainant to attend a meeting with an independent third party, or participate in a mediation with an accredited mediator to assist in the resolution of the dispute.
- C.16. In some limited instances, community members may need to be referred by the Principal or Assistant Principal to another Department of Education and Training process where there are different mechanisms in place to review certain decisions, for example, expulsion appeals.
- C.17. International Student Program participants can escalate a complaint or appeal to DET IED where a matter is not satisfactorily resolved at the school level. The international student enrolment will be maintained until the complaints and appeals process is resolved.
- C.18. MPRPS will provide relevant information to DET to facilitate the resolution of a complaint or appeal in an efficient and timely manner.

D. Resources:

This policy should be read in conjunction with the MPRPS Statement of Values.

E. Evaluation:

E.1. This policy will be reviewed as part of the school's three-year review cycle.

This policy was last ratified by School Council in:

May 2019