

# Beverley District High School

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## *Complaints management policy and procedures*

### **OBJECTIVE**

- To promote the highest standard of professionalism in dealing with our community.
- To ensure that complaints processes are clear to the community and that complaints lodged at this school are resolved in a prompt and efficient manner.

### **POLICY**

Staff at this school are responsible for managing the resolution of disputes and complaints lodged with us. We will make every effort to promptly resolve disputes and complaints lodged with us according to the principles of procedural fairness. Where we cannot resolve a complaint, you can forward a written complaint to the Director General of the Department of Education and Training. Alternatively, the Principal or Regional Executive Director can forward it on your behalf.

NOTE: The Department of Education and Training's **Disputes and Complaints Policy and Procedures** details the Departmental procedures to be followed in the management of complaints. This document details the procedures to be followed for local management of complaints at this school. For more information, see the Talking to Your School brochure available from Our Policies website at <http://policies.det.wa.edu.au/>

As outlined in Australian Standard AS 4269-1995 our Complaints Handling Policy demonstrates:

**Commitment:** We are genuinely interested in having complaints resolved at the school level. We recognise a community member's right to complain and to have their complaint dealt with seriously and fairly. We actively seek comments about our performance from our parent community.

**Fairness:** We understand the need to be fair in our complaints handling processes. We follow procedural fairness principles when responding to a complaint.

**Resources:** We use school resources to effectively manage complaints. We have resources for effective handling of complaints and complainants will have easy access to the person at our school that will be dealing with the complaint.

**Visibility:** Brochures explaining our complaints handling processes are available from the school office. Complaints handling processes are explained regularly in our school newsletter.

**Access:** We accept complaints lodged by telephone, fax, in writing and via email. We facilitate people with special needs to access our complaints handling system. Our complaints handling processes recognise cultural diversity and take into account the particular needs of our parent community.

**Assistance:** Upon request, we will provide a complainant with the support needed to formulate and lodge a complaint. Trained staff are available to help complainants formulate and lodge a complaint.

**Responsiveness:** Complaints will be dealt with quickly and efficiently. We will maintain regular contact with complainants to keep them informed of the progress of their complaint.

**Charges:** There will be no charge to the complainant for the raising of a complaint with us. NOTE: Where relevant, statutory charges, for example, Freedom of Information requests, still apply.

**Remedies:** Our complaints handling system has the capacity to determine and put in place remedies. Where a complaint results in the identification of changes that should be made to our processes, those changes will be made.

**Data Collection:** Complaints received, and their outcomes will be recorded under our school name in the Department of Education and Training's complaints handling database. Data about complaints lodged with our school is collected and stored.

**Systemic and Recurring Problems:** Complaints are regularly analysed for the identification and addressing of systemic and recurring problems. We analyse our Complaints Register to identify areas where changes are required to address systemic and recurring problems.

**Accountability:** We report our complaints handling processes against our documented performance standards. We report on our complaints handling processes as a part of our school review and evaluation procedure. Complaints lodged and their outcomes are reported to the District Director as part of the school review process. We report on complaints lodged and their outcome in the school's Annual Report.

**Reviews:** We review our complaints handling process regularly with input from the Beverley School Board.

## PROCEDURES

### Making a Complaint

The most relevant person to make a complaint to will vary. For example, it would be most appropriate to make a complaint to the [class teacher](#) about

- your child's learning program or homework,
- classroom issues such as behaviour management, seating or behaviour
- playground issues such as rough play

as this is the person who will best understand the issues and be able to explain or resolve them.

However, it would be appropriate to complain to the [principal](#) (or deputy if the principal is unavailable) about issues including

- A particular staff member (where it is not appropriate to raise the issue with the staff member directly)
- School policy or the way it is implemented
- Issues related to the grounds
- Staff or student interaction in the community
- An issue that you have raised with a class teacher but which has not been resolved

If you are unsure who to complain to, you can call the school on 9646 1165 and ask for this information. You can make a complaint *in person* or on the *phone*. You could also *email* or *write* to the staff member.

If you wish to make a complaint in person, please contact the school office to arrange an appointment time. If you wish to make a complaint to a teacher or the principal or deputy on the phone, it is likely that you will need to ask for them to call you back so that they have the time and privacy to listen to your complaint and fully understand your concerns and what you would like to see remedied. Please advise the staff member that you are making a complaint so that they can ensure that the complaint is recorded and you receive a formal response.

Email correspondence can be addressed directly to the teacher or principal's Department of Education email address. The address for the principal is [wendy.moore@education.wa.edu.au](mailto:wendy.moore@education.wa.edu.au). You can ask for the email address of your child's teacher from the front office if you are unsure. You can also email your child's class teacher via Connect. Written correspondence should be marked 'Private and Confidential' (teacher or the principal's name), and should be sent to Beverley District High School, 20 John St Beverley 6304.

You should provide the following information when making a complaint:

- your name and best contact details;
- your child's name and class (if relevant)
- 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.

### **Responsiveness:**

We will acknowledge written complaints within 5 school days of receipt or email complaints within two working days. While time is usually necessary to obtain details and look for remedies, we will aim to resolve local complaints within 14 days. If, because of the serious nature of the complaint, it is deemed necessary to forward it on 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 the progress of a complaint:**

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 acknowledgment letter for a written complaint, this person will be identified for you.

### **Outcome of a complaint:**

We will advise you verbally or in writing of the outcome of the complaint. If you are unsatisfied with our attempts to resolve your complaint, you may wish to discuss your concerns with the Regional Director Ms Alison Ramm at the Wheatbelt Regional Education Office. The address is 297 Fitzgerald St Northam and the telephone number is 9622 0200. You will be able to obtain further information about how to discuss your complaint.