



Mildura Specialist School No. 5251

# Parent Complaints Policy

## **Rationale:**

As a school community we want to work together to provide the best learning environment for our students and build strong relationships within our school community.

## **Aim:**

So that we, as a school community, can provide a calm, fair, dignified and respectful place to learn, the school will have procedures in place to address concerns and complaints promptly, consistently and fairly.

## **Implementation:**

A parent can raise a concern or complaint about any aspect of a school's operations. In the first instance, they should take a concern or make a complaint to the school. The school will:

- Decide the appropriate complaint procedure as determined by the school principal.
- Address concerns and complaints in line with the Department's 2006 *Dignity and Respect Statement*.
- Maintain the confidentiality of all parties, in line with Departmental policy and legislative requirements.
- Acknowledge that their 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.
- Recognise that all parties have rights and responsibilities which must be balanced.
- Address complaints promptly, within timelines agreed with the person with the concern or complaint.
- Ensure all staff observe the code of conduct for the Victorian teaching profession or public sector employees.
- Ensure that parents are aware of their right to advocacy when communicating the issues involved in their complaint and in negotiating an outcome.
- Regularly make information about its procedures readily available to its community, in clear and easy-to-understand language and, where appropriate, in a range of community languages and in formats that are accessible to everyone so that no-one is disadvantaged.

Approved by School Council- 16 May 2011