

Complaints and Grievance Procedures

Our values – Respect, Creativity, Excellence, Resilience

Our vision: Learners are inspired to become confident, creative and active global citizens of the future.

Purpose: Thorndon Park Primary School has the commitment to creating a supportive learning environment in which students, staff and parents work together harmoniously. There will be occasions when students, staff and parents may have concerns about particular aspects of school, classrooms, yard or behaviour expectations. These guidelines outline a process for resolving issues in a positive and responsible manner. Quality resolutions can be achieved through collaborative communication and mutual respect between all parties. Ethical conduct is maintained by staff, students and parents at all times. Grievances are managed and resolved fairly, efficiently, promptly and in accordance with relative legislation and DECD requirements.

Scope: This procedure clarifies the steps that can be taken within the school setting before complaints and grievances are advanced to the formal avenues of DECD Education Complaint Unit and the Incident Management Division.

The Education Complaint Unit provides advice and support to the community in relation to complaints about DECD public schools, preschools and early childhood services.

The unit:

- facilitates complaints resolution procedures between complainants and DECD schools wherever possible
- advises complainants about their avenues or internal and external review where complaints have not been resolved at a local level
- may provide a formal review of complaints where there are concerns of procedural error unreasonableness by a DECD public school.

The Incident Management Division (IMD) assesses complaints of suspected or alleged misconduct against department employees. This includes allegations related to suspected or alleged misconduct towards children and young people.

The Incident Management Division is made up of six areas of responsibility:

- Case Management
- Intake and Assessment – Complaint Assessment Panel
- Investigations Unit
- Misconduct, Discipline and Advice Unit
- School Care (notifiable incidents in schools)
- Education Complaint Unit
- Incident management division

Objectives: We believe positive and effective working relationships within the school community provides:

- A safe and supportive learning and work environment
- Open communication for increased opportunities for success

Principles of our Resolution Procedures:

- Everyone is listened to and treated with respect with the right to feel safe and supported
- Resolving problems and/or conflict as soon as possible to maintain a climate of trust
- Meetings to discuss grievances will be suspended if any person behaves in an inappropriate, insulting, offensive or disrespectful manner.

Throughout this process it is important that students learn that the school and the family are working together in support of their learning and well-being.

	STUDENTS	PARENTS/ CAREGIVERS	TEACHERS
STEP 1	Solve the problem by letting the person concerned know how you feel and what you consider to be a concern	Arrange an appointment to speak to the teacher concerned without distractions	Arrange a time to speak to the person concerned
STEP 2	If the grievance is not addressed let the person know you will be speaking to someone else	Parents are not to approach students or other parents	If the grievance is not addressed let the person know you will be speaking to someone else
STEP 3	Seek the help of another student Speak to the teacher to help Talk to a family member to ask for advice and strategies for solving the issue	Let the person know what you consider to be your concern	If the grievance is not addressed speak to your line manager, trusted colleague, AEU Rep, PAC member and ask for their support in addressing the grievance by speaking to the person involved Meeting notes are recorded
STEP 4	Revisit the above strategies and if the problem continues seek the support of a member of the school leadership team e.g. Principal or Deputy Principal Meeting notes are recorded	Arrange a time to speak to a member of the school leadership team. Your concern will be resolved ideally within 14 days. Meeting notes are recorded	If you are still dissatisfied contact the Campbell Education Director to assist you to resolve the situation Phone: 83668787
STEP 5	The student works with the leadership team, class teacher and parents to address the problem	If there is no resolution approach the Campbell Education Director who will assist you to resolve the situation Phone: 83668787	For extra support staff can contact Employee Assistance Program 1300687 327
STEP 6	The student lets the teacher, parent and leadership know how things are going	If you are still dissatisfied you may contact the DECD Parent Complaint Unit with your concerns 1800 677 435	