



COMPLAINTS AND CONCERNS PROCEDURE AND WHO TO GO TO

Blue Gum Montessori School welcomes suggestions and comments from parents and takes seriously complaints and concerns that may be raised. This leaflet will explain how to use our complaints system.

A complaint will be treated as an expression of genuine dissatisfaction that needs a response.

We wish to ensure that:

- Parents wishing to make a complaint know how to do so
- We respond to complaints within a reasonable time and in a courteous and efficient way
- Parents realise that we listen and take complaints seriously
- We take action where appropriate

“How should I complain?”

When you contact the School, ask to speak to the person who is closest to the problem – see flow chart. Be as clear as possible about what is troubling you.

Members of staff will be happy to help. It may be best to start with the person most closely concerned with the issue – for example, the classroom teacher. They may be able to sort things out quickly, with the minimum of fuss. However, you may prefer to take the matter to a more senior member of staff, for example a Cycle Team Leader, Learning Differences or Curriculum Coordinator or Principal.

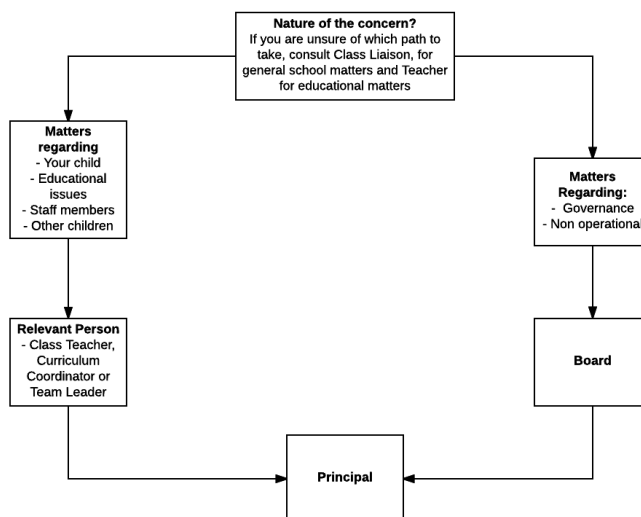
“I don’t want to complain as such, but there is something bothering me”

The school is here for you and your child, and we want to hear your views and ideas.

“I am not sure whether to complain or not”

If as parents you have concerns, you are entitled to raise them. If in doubt, you should contact the School, as we are here to help.

Complaints & Concerns Flow Chart



“What will happen next?”

If you raise something face-to-face, by telephone or feedback form, it may be possible to resolve the matter immediately and to your satisfaction.

If you have made a complaint or suggestion in writing, we will contact you within five working days, to respond to your concerns and explain how we propose to proceed.

In many circumstances, the person you contact will need to discuss the matter with a colleague and consider it further before responding. You will be given a date by which time you will receive a response. If a detailed exploration of the issue is needed, a letter or report will be sent to you as quickly as possible. This will tell you of the outcome of your complaint. It will explain the conclusion, the reasons for it and any action taken or proposed.



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Parents need to be aware that in some cases the school will not be able to discuss the details of action taken as it would be inappropriate. For example, if the action involved staff discipline.

“What happens about confidentiality?”

Your complaint or concern will be treated in a confidential manner and with respect. Knowledge of it will be limited to the Principal and those directly involved. The Board Chair may also need to be informed via the Principal. It is the School’s policy that complaints made by parents should not rebound adversely on their children.

We cannot entirely rule out the need to make third parties outside the School aware of the complaint and possibility also the identity of those involved. This would only be likely to happen where, for example, a child’s safety was at risk or it became necessary to refer matters to the Police or Child Protection. You would be fully informed.

While information relating to specific complaints will be kept confidentially on file, we would point out that anonymous complaints might be pursued.

“What if I am not satisfied with the outcome?”

We hope that you will feel satisfied with the outcome, or at least that your concerns have been fully and fairly considered.

If you are not satisfied, the Principal may offer to refer the matter to the Board Chair or Conciliator. The Chair will discuss with the Principal and will examine matters thoroughly before responding.

The School recognises and acknowledges your entitlement to complain and we hope to work with you in the best interests of the children and young people and school community.

Expected Conduct

Everyone has the RIGHT to:

- Respect, courtesy and honesty.
- Teach in a safe, secure and clean environment.
- Teach in a purposeful and non-disruptive environment.
- Cooperation and support from parents in matters relating to their children’s education.
- To be the first point of contact if there is an issue or concern with one of their students.
- To have a colleague or support person present.

Everyone has the RESPONSIBILITY to:

- Model respectful, courteous and honest behaviour.
- Be open to ongoing communicating with a focus on resolution.
- Ensure that the school environment is kept neat, tidy and secure.
- Establish positive relationships with students
- Ensure good organisation and planning.
- Report student progress to parents.
- Be vigilant about bullying.

We value your opinion but please be respectful in your communications.

Please note:

If the complaints and concerns procedures and the expected conduct is not adhered to, the concerned parties will be required to meet with the Principal/Delegate to discuss communications towards the related conduct.



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Acknowledgement & Acceptance

Receipt: Acknowledgement for Complaints & Concerns Procedure
In effect: 31/05/2017- until further notice

I have read and fully understand the content, requirements, and expectations of the above procedure within Blue Gum Montessori School regarding how Complaints and Concerns are managed. I agree to abide by these guidelines as listed above.

I understand that if I have questions, at any time, regarding the above, I will consult with a Blue Gum Montessori School representative to gain a clear understanding.

Please read the above carefully to ensure that you understand before signing this document.

Printed Name: _____

Signature: _____

Please circle:

Parent Staff Member Visitor

Date: _____