



Complaints Handling Policy

Objectives:

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

Policy:

Administration 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, the complainant, Principal or Regional Director can forward written complaints to the Director General of the Department of Education and Training.

Making a Complaint:

Complaints can be made - 1. Verbally 2. By letter 3. By email

Help is available at the school to support complainants to formulate, write and lodge a complaint.

Complaints can be lodged with the school using any of the contact methods listed above.

Written complaints should be addressed

"PRIVATE AND CONFIDENTIAL".

The Principal
Poseidon Primary School
97 Poseidon Road
HEATHRIDGE WA 6027

Minimum information when making a complaint:

You should provide the following information when making a complaint:

Your name and contact details;

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.

In the case of a verbal complaint, where you do not want to be identified or to lodge the complaint in writing, we will endeavor to work directly with you to resolve the matter.



Responsiveness:

We will acknowledge written complaints within 10 school days. We seek 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 a complaints progress:

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. The outcome of all written complaints will be provided to you in writing.

When a complainant is unhappy with the outcome of a complaint:

If you are unsatisfied with our attempts to resolve your complaint, you may wish to express your concerns to the District Director.

To do this contact:

"PRIVATE AND CONFIDENTIAL".

The Regional Director

North Metropolitan Education Regional Office

PO BOX 1126

INNALOO CITY WA 6918

While this request can be made verbally, it is preferable that it is made in writing. Help in making this request will be provided by us, or the district office, upon your request.

Rejecting a Complaint:

Complaints judged to be vexatious, trivial or without substance, or where it is judged to not warrant further action, will not be progressed. You will be advised of this decision in writing.