



## COMPLAINTS MANAGEMENT

At Kent Street Senior High School we value parents as partners in your child's education.

### IF YOU NEED ASSISTANCE IN RESOLVING A CONCERN OR COMPLAINT

At all stages, staff will work with you to work out an agreed plan of action and timeline if you have a concern.

Staff will help you:

- obtain information about school policies and procedures
- make enquiries about student programs, performance and behaviour
- clarify a problem and register a concern with the school
- direct letters of enquiry or complaint.

## STEPS FOR PARENTS

### SCHOOL LEVEL RESOLUTION

#### Stage 1: Discussion with staff member

Contact the class teacher, Head of Learning Area or Student Services to discuss your complaint. This is best done by making an appointment through the school's Administration office. The staff will work with you to resolve the problem.

#### Stage 2: Review or investigation at the school level

Contact the principal who will work with you and the staff member to resolve the problem. You may wish to formalise your complaint. To do this, you may write to the principal who will acknowledge the complaint with a written reply as soon as possible, even if a resolution is not available at this stage.

The principal will consider the issue and identify what action is to be taken and by when, and will clarify the process if a formal complaint is to proceed. The principal may seek the support of the Manager District Operations or other relevant district staff. The action to be undertaken and timeline will be confirmed with you in writing.

You should be aware that when a complaint is made in writing about the conduct of an individual staff member, that staff member will receive documentation of the substance of the complaint and, in most cases, the name of the complainant.

### DISTRICT LEVEL RESOLUTION

#### Stage 3: District resolution

If resolution is not reached at the school level, contact the Manager, Operations at the South Metropolitan Education Regional Office on 9336 9563 for assistance in resolving the issue. This will involve an independent review of the situation and may include mediation.

*Endorsed by the School Board on 10 November 2015*