



Complaints - Parents

POLICY

Purpose

The purpose of this policy is to:

- provide an outline of the complaints process at Frankston East Primary School so that parents and members of the community are informed of how they can raise complaints or concerns about issues arising at our school
- ensure that all complaints regarding Frankston East Primary School are managed in a timely, effective, fair and respectful manner.

Scope

This policy relates to complaints brought by students, parents, carers, or members of our school community and applies to all matters relating to our school.

In some limited instances, we may need to refer a complainant to another policy or area if there are different processes in place to manage the issue including:

- This policy provides the key information required for schools to implement the department's [Parent Complaint Policy – Victorian Government Schools \(DOCX\)](#).
- Parent complaints are best managed at the local school level.
- Where a parent is not satisfied with the outcome or resolution achieved with the school they may contact the regional office. Parents have an additional opportunity for resolution by contacting the department's central office, if they remain unsatisfied with the outcome or resolution achieved at the regional office.
- Schools must develop their own local complaints policy. This is because the [Minimum Standards for School Registration](#) require all schools to have evidence of their local policy and procedures in relation to complaints.
- Further information on managing parent complaints, and conflict resolution in schools more generally, is available in the Resources tab.

Complaints and concerns relating to child abuse will be managed in accordance with our [Child Safety Responding and Reporting Obligations Policy and Procedures](#).

Policy

Frankston East Primary School welcomes feedback, both positive and negative, and is committed to continuous improvement. We value open communication with our families and are committed to understanding complaints and addressing them appropriately. We recognise that the complaints process provides an important opportunity for reflection and learning.

We value and encourage open and positive relationships with our school community. We understand that it is in the best interests of students for there to be a trusting relationship between families and our school.

When addressing a complaint, it is expected that all parties will:

- be considerate of each other's views and respect each other's role

- be focused on resolution of the complaint, with the interests of the student involved at the centre
- act in good faith and cooperation
- behave with respect and courtesy
- respect the privacy and confidentiality of those involved, as appropriate
- operate within and seek reasonable resolutions that comply with any applicable legislation and Department policy.
- recognise that schools and the Department may be subject to legal constraints on their ability to act or disclose information in some circumstances.

Details

The policy provides key information required for schools to implement the department's [Parent Complaint policy- Victorian Government Schools \(DOCX\)](#) sets out the whole-of-department parent complaint-handling framework, across all 3 tiers of the complaints process (school, regional office and central office). The department's Parent Complaint Policy is intended for all people who might need to access the department's parent complaint process, including parents, mature minors, school staff, regional office staff and central office staff.

Preparation for raising a concern or complaint

Frankston East Primary School encourages parents, carers or members of the community who may wish to submit a complaint to:

- carefully consider the issues you would like to discuss
- remember you may not have all the facts relating to the issues that you want to raise
- think about how the matter could be resolved
- be informed by checking the policies and guidelines set by the Department and Frankston East Primary School.

Support person

You are welcome to have a support person to assist you in raising a complaint or concern with our school. Please advise us if you wish to have a support person to assist you, and provide their name, contact details, and their relationship to you. A support person can be a family member, a friend, a community member or a person provided through a support or advocacy agency.

A complainant must advise the school or department that they want to include a support person, advocate or another representative when making a complaint, and provide the name, contact details and relationship to the complainant of the nominated person.

Similarly, the school must inform the complainant when they intend to involve other people including department staff to assist with the complaint process.

Failure to notify of the inclusion of third parties can result in the rescheduling or cancellation of the meeting.

Interpreting services

Schools and complainants can engage the National Translating and Interpreting Service as required by calling [131 450](#).

Raising a concern

Frankston East Primary School is always happy to discuss with parents/carers and community members any concerns that they may have. Concerns in the first instance should be directed to your child's teacher. Where possible, school staff will work with you to ensure that your concerns are appropriately addressed.

Making a complaint

Where concerns cannot be resolved in this way, parents or community members may wish to make a formal complaint to the Wellbeing Leader or Principal.

If you would like to make a formal complaint, in most cases, depending on the nature of the complaint raised, our school will first seek to understand the issues and will then convene a resolution meeting with the aim of resolving the complaint together. The following process will apply:

- 1. Complaint received:** Please either email, telephone or arrange a meeting through the front office with the Welfare Leader or Principal to outline your complaint so that we can fully understand what the issues are. We can discuss your complaint in a way that is convenient for you, whether in writing, in person or over the phone.
- 2. Information gathering:** Depending on the issues raised in the complaint, the Principal, Welfare Leader or nominee may need to gather further information to properly understand the situation. This process may also involve speaking to others to obtain details about the situation or the concerns raised.
- 3. Response:** Where possible, a resolution meeting will be arranged with the Welfare Leader or Principal to discuss the complaint with the objective of reaching a resolution satisfactory to all parties. If after the resolution meeting we are unable to resolve the complaint together, we will work with you to produce a written summary of the complaint in the event you would like to take further action about it. In some circumstances, the Principal may determine that a resolution meeting would not be appropriate. In this situation, a response to the complaint will be provided in writing.
- 4. Timelines:** Frankston East Primary School will acknowledge receipt of your complaint as soon as possible (usually within two school days) and will seek to resolve complaints in a timely manner. Depending on the complexity of the complaint, Frankston East Primary School may need some time to gather enough information to fully understand the circumstances of your complaint. We will endeavour to complete any necessary information gathering and hold a resolution meeting where appropriate within 10 working days of the complaint being raised. In situations where further time is required, Frankston East Primary School will consult with you and discuss any interim solutions to the dispute that can be put in place.

Please note that unreasonable conduct (e.g. vexatious complaints) may need to be managed differently to the procedures in this policy.

Resolution

Where appropriate, Frankston East Primary School may seek to resolve a complaint by:

- an apology or expression of regret

- a change of decision
- a change of policy, procedure or practice
- offering the opportunity for student counselling or other support
- other actions consistent with school values that are intended to support the student, parent and school relationship, engagement, and participation in the school community.

In some circumstances, Frankston East Primary School may also ask you to attend a meeting with an independent third party, or participate in a mediation with an accredited mediator to assist in the resolution of the dispute.

Escalation

If you are not satisfied that your complaint has been resolved by the school, or if your complaint is about the Principal and you do not want to raise it directly with them, then the complaint should be referred to the South Eastern Victoria Region by contacting sevr@education.vic.gov.au or 1300 338 738.

Frankston East Primary School may also refer a complaint to South Eastern Victoria Region if we believe that we have done all we can to address the complaint.

For more information about the Department's *Parent Complaints* policy, including the role of the Regional Office, please see: [Parent complaints policy](#).

Record keeping and other requirements

To meet Department and legal requirements, our school must keep written records of:

- Serious, substantial or unusual complaints
- Complaints relating to the Child Information Sharing Scheme and Family Violence Information Sharing Scheme, to meet regulatory requirements - refer to Child and Family Violence Information Sharing Schemes for further information

Our school also follows Department policy to ensure that record-keeping, reporting, privacy and employment law obligations are met when responding to complaints or concerns.

Communication

This policy will be communicated to our school community in the following ways:

- Available publicly on school website
- Included in staff induction processes
- Included in transition and enrolment packs
- Annual reference in school newsletter
- Discussed at student forums/through communication tools
- Hard copy available from school administration upon request

Further Information and Resources

The Department's Policy and Advisory Library (PAL):

- [Complaints - Parents](#)

The Department's parents' website:

- [Raise a complaint or concern about your school](#)
- [Report Racism or religious discrimination in schools](#)

POLICY REVIEW AND APPROVAL

Policy last reviewed	February 2022
Approved by	Principal – Warren Bull
Next scheduled review date	2024