



COMPLAINTS AND GRIEVANCES RESOLUTION POLICY

1. RATIONALE

- 1.1. Neerim South Primary School has both a desire and a responsibility to ensure that high standards of conduct are maintained by staff and students so that a harmonious, positive school environment is created and maintained. We believe that complaints should be managed and resolved fairly, efficiently, promptly and in accordance with relative legislation. We recognise that as a diverse community, parents, guardians, students will at times disagree with a decision or course of action taken by school staff. However NSPS is committed to providing a process to resolve complaints or concerns that may occur.

2. AIMS

- 2.1. To investigate all complaints and concerns and provide feedback to parents/guardians/students on the outcomes as promptly as possible.
- 2.2. To endeavour to seek a resolution to all concerns sensitively and to ensure that staff listen and respond professionally to these concerns.
- 2.3. To acknowledge that not all complaints can be resolved and sometimes the parties will have to agree to disagree.
- 2.4. To develop and publicise a structure to address concerns and complaints made by parents/guardians/students.
- 2.5. To ensure that all complaints and concerns, ensuing procedures and outcomes are fully documented.
- 2.6. Treat all concerns and complaints professionally and with utmost confidentiality.
- 2.7. Recognise that as a State Primary School, we have a responsibility to implement DET policies and that at time these will not satisfy parents/guardians/students wishes.

3. IMPLEMENTATION

- 3.1. The procedures to follow by parents/guardians/students in making a complaint or expressing a concern:
- 3.2. Step 1 – Investigate the situation to try to find out the facts. Remember that there are usually many sides or views to one story – be wary of third-hand information or gossip.
- 3.3. Step 2 – If the issue is still a concern, raise the matter with the appropriate teacher in person, by telephone or letter.
- 3.4. Step 3 – If the issue is not resolved, make an appointment to discuss the issue with the Principal
- 3.5. If the matter is still unresolved, parents/guardians/students may need to seek advice from the Gippsland Regional Office 5127 0400.
- 3.6. Review in three years

NOTE: After meeting with Neerim South Primary School staff/parents/guardians and students may need to:

Be prepared to monitor the situation and follow-up phone calls and meetings.

Be available for further discussions and meetings.

Consider involving outside agencies such as Guidance Officers, Social Workers, Psychologists, Policy, etc.