Commitment
We recognise your right to complain and to have your complaint dealt with seriously.

Fairness:
We understand the need to be fair in our complaints handling processes.

Resources:
We have adequate resources for effective handling of complaints.

Visibility:
Our complaints handling processes are available from our website: www.littlegroveps.wa.edu.au

Access:
We accept complaints lodged by phone, fax in writing and via email.

Assistance:
Upon request, we will provide a complainant with the support needed to formulate and lodge a complaint.

Responsiveness:
Complaints will be dealt with quickly and efficiently.

Charges:
There will be no charge to the complainant for the raising of a complaint with us.

Remedies:
Where a complaint results in the identification of changes that should be made to our processes, those changes will be made.

Data Collection:
Data about complaints lodged with our school is collected and recorded.

Systemic and Recurring Problems:
Complaints are regularly analysed for the identification and addressing of systemic and recurring problems.

Accountability:
We report our complaints handling processes against our documented performance standards.

Reviews:
We review our complaints handling process annually.

Complaints Management 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
- 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 Executive Director can forward written complaints to the Director General of the Department of Education.

This policy was last updated on 10.06.2014
MAKING A COMPLAINT
COMPLAINTS CAN BE MADE
- Verbally; by letter; by email; or by fax.
- Complaints can be lodged with the school using any of the contact methods listed above. Written complaints should be addressed to the Principal marked:
  "PRIVATE AND CONFIDENTIAL"
  Gordon Street
  LITTLE GROVE WA 6330
Email: littlegrove.ps@education.wa.edu.au

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 endeavour to work directly with you to resolve the matter.

RESPONSIVENESS
We will acknowledge written complaints within 5 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, or in the acknowledgement 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 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 Regional Executive Director. To do this contact:

Regional Executive Director
Department of Education—Southwest
91 Victoria Street
BUNBURY WA 6230

While this request can be made verbally, it is preferable that it is made in writing.

REJECTING A COMPLAINT
Complaints judged to be vexatious, trivial or without substance, or where is is judged to not warrant further actions, will be progress. You will be advised of this decision in writing.

DEFINITIONS

Complaint:
The expression of dissatisfaction with any aspect of government education and training. It may be general in nature or relate to particular staff, a part of the organisation, a policy or a decision. Any person may lodge a complaint, however staff employed by the Department of Education and Training cannot use this process if they are acting in an official capacity. A complaint must contain sufficient detail to enable it to be addressed and recorded.

Locally Managed Complaint:
A verbal or written complaint made in relation to a school or staff member, and managed by the school.

Centrally Managed Complaint:
A complaint lodged in writing with the Director General of the Department of Education and Training, and managed at Central Office. Such complaints may be redirected to the local level to be managed if it is deemed appropriate.

Complainant:
A person or person lodging a complaint.

As outlined in the Australian Standard AS 4269-1995 our complaints handling policy demonstrates: