



Little Grove Primary School

Concerns/Complaints Process Flow Chart

Last updated May 2022

Our Belief

School Communities thrive on open communication wherein staff, students and parents/carers have opportunities to share good news, discuss issues and maintain an ongoing dialogue.

Expectations

If sending an email, letter, having a meeting, there is an expectation that communication and all interaction between school staff and parents/carers is mutually respectful.

Teachers and school staff may not be available to respond immediately, however they will make every effort to respond, within school hours and within a reasonable timeframe.

Teaching staff, including Principals, are not required to respond to communications outside of their normal working hours or on school vacation periods.

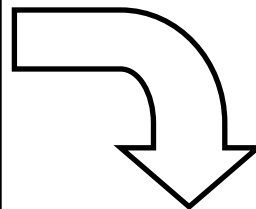
School staff are not expected to respond to communication that is unacceptable and these will be referred to the Principal or Regional office.

Anonymous concerns are only acted on if enough information is provided for the Principal or Associate Principal to follow up on.

Concerns or complaints received in writing/email are responded to in writing/email.

Parent/Caregiver has a concern /complaint about their child's:

- Academic progress
- General behaviour
- Homework
- Assessment
- Attendance
- Social or emotional wellbeing



Parent/Caregiver sends an email, letter, over the phone or asks for an appointment with child's teacher. Issues discussed and documented with the classroom teacher.

In your discussion:

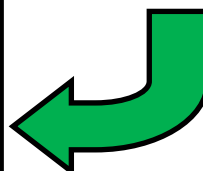
- give all relevant information,
- discuss all possible outcomes to address the enquiry/concern/complaint,
- settle on an option that can be achieved with input from you, the teacher and your child.
- A copy of the meeting notes will be given to you at the end of the meeting or soon after by the teacher.

**Classroom
Level**

The concern is resolved by:

- An understanding is agreed upon and action has been taken.
- No further action is needed and this is communicated to you.

If after an agreed period of time, the action has been unsuccessful or the problem has resurfaced then please contact the classroom teacher again or proceed to the next step.



School Administration Level

UNRESOLVED

Parent/Caregiver sends an email, letter, over the phone or asks for an appointment with the Associate Principal or Principal because:

- You were unable to achieve a satisfactory arrangement regarding your concern/complaint with the classroom teacher.
- Your concern is about the conduct of a teacher or another member of school staff.
- Your concern is about another aspect of school life that is impacting on your child's education.

Within 2 days you will get an emailed acknowledgement that we have received your written complaint.

The Associate Principal or Principal will arrange an appointment and/or discuss the complaint further over the phone. The concern or complaint will be discussed and documented.

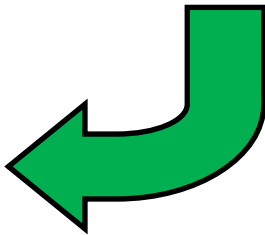
The Associate Principal or Principal will need time to discuss and follow up on your concern with all the relevant parties and will respond to you within a reasonable timeline. Eg. Up to 2 weeks.

If the timeline is likely to be longer, you can contact them for a progress update or they will communicate one in the interim.

The concern is resolved by:

- The outcome of the complaint and any actions taken is communicated to you by email and/or phone call.
- No further action is needed and this is communicated to you.

If after an agreed period of time, the action has been unsuccessful or the problem has resurfaced then please contact the Associate Principal or Principal again.



UNRESOLVED

Or you request a review of the outcome

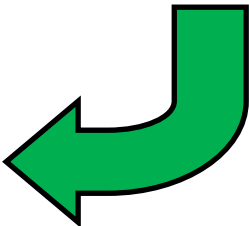
Regional Office Level

Parent/Caregiver sends an email, letter, over the phone (9844 2833) or asks for an appointment with the Coordinator of Regional Operations at Regional Office (Albany) if:

- Your concern has not been resolved by the School Principal.
- Your concern is about the conduct of the School Principal.

The concern is resolved by:

- The outcome of the complaint and any actions taken is communicated to you.
- No further action is needed and this is communicated to you.



UNRESOLVED

If unresolved, Regional Office will communicate how you can take your unresolved concern to the Director General of the Department of Education in writing.