

# Concerns & Complaints Policy

**Purpose:** To enable the School to provide a consistent and equitable response to a concern or complaint raised by a parent.

**Scope:** Parents and Carers of students enrolled at KVS

**Implemented by:** Key Mentors and School Coordinator

**Approved by:** KVS Board

## Raising a Concern or Complaint

A parent or carer can raise a concern or complaint about any aspect of the school's operations.

<u>About What / Issue</u>	<u>Who to Contact</u>	<u>How</u>
Classroom activities, class curriculum, friendship issues, Out 'n' About / Camps	Your child's Mentor	By email, phone, or in person.
Complex student issues, Student Welfare, School Curriculum	Leader of Teaching and Learning	<i>Appointments should be made for in-person contact to ensure there is sufficient time and a quiet location available to discuss the matter.*</i>
Staff Members, School Policy, School Management, Fees, Enrolment & General matters	School Coordinator	<i>Appointments with teaching staff are available between 3.15pm-5pm, Monday-Friday</i>

\* Please be aware that mornings are a busy time for mentors and they will not be available to discuss child-related matters or make appointments after 8.30am.

### Parents and carers are asked to:

- Raise their concern as soon as possible using the previous table for guidance
- Provide detailed information, which may be requested in writing
- Maintain and respect everyone's privacy and confidentiality
- Be calm, courteous, honest and sincere

### Parents and carers are also asked to:

- Recognise everyone has rights and responsibilities that must be balanced
- Respect and understand each other's point of view; value difference rather than judge and blame
- Realise we need to achieve an outcome acceptable to everyone involved

## Addressing Concerns and Complaints

The School's response will be prompt, courteous, efficient and fair

The following process will be followed in response to a concern or complaint:

- The concern or complaint will be acknowledged either in person, by telephone, or in writing
- The appropriate staff member will look into the concern or complaint and provide a response as soon as possible
- All formal discussions and actions will be recorded

## Remedies

The school will work with the parent or carer to find an appropriate remedy such as:

- An explanation or further information
- Mediation, counselling or other support
- An apology, expression of regret or admission of fault
- Review a decision
- Review policies, procedures or practices

## If a Concern or Complaint is not Resolved

If a concern or complaint raised with a Mentor is not satisfactorily resolved it will be referred to the Leader of Teaching and Learning. If the Leader of Teaching and Learning received the original concern or complaint, it will be referred to the School Coordinator. Any matter remaining unresolved after being dealt with by the School Coordinator will be referred to the School Board.