

# Concerns & Complaints Policy

## Purpose:

To enable the School to provide a consistent and equitable response to a concern or complaint raised by a parent and to meet the requirements of the Child Safe Standards in Ministerial Order 870.

## Scope:

Parents and Carers of students enrolled at KVS

## Implemented by:

Key Mentors, Leader of Teaching and Learning 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 or the welfare or safety of a child.

<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 (including Child Safety matters), 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>
Child Safety reports, 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. All matters will be dealt with in-line with School Policies, including the Mandatory Reporting Policy and Child Safe Standards Statement.

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

## Responses

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
- Make a report to the Department of Human Services Child Protection or Child First

## 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.

## Related Documentation

*The National Safe Schools Framework*

*Child Safe Standards Statement*

*Step-by-step Guide to Making a Report to Child Protection or Child FIRST*

*Department of Justice – Failure to Disclose Fact Sheet*

*Protecting the Safety of Children and Young People*

## Related Policies

- Student Welfare Policy
- Behaviour Management Policy
- Bullying & Harassment Policy
- Mandatory Reporting Policy