



## Complaints Management Policy

### Rationale/Beliefs:

Rossmoyne Primary School values and strongly believes in maintaining relationships between children, parents and staff based on care, mutual respect and open communication in a safe and supportive environment which helps with proactive problem solving. Enquiries, concerns and complaints will be handled promptly, fairly and will contribute to continuous improvement.

### Process:

In the event that a complaint arises the following steps are to be used to resolve the complaint. This process is in line with the Department of Education's 'Disputes and Complaints' Policy, effective 12 November 2007.

