

COMPLAINTS MANAGEMENT POLICY



RATIONALE / BELIEFS

*Rossmoyne Primary School values the relationship it has with all members of its community. We believe strongly in maintaining **relationships between children, parents and staff based on care, mutual respect and open communication in a safe and supportive environment. This helps with proactive problem solving.***

In the event that a complaint arises the following steps are to be used to resolve the complaint.

Talk to the relevant person to discuss your concerns. Ask clarifying questions first to establish the facts. Seek a resolution to the problem in a positive way. Success – great! If not go to the next step.

Talk to the principal or a deputy principal about the problem and what you have done so far. If you choose to put the matter in writing we will acknowledge your communication and take the follow up action to help you resolve the matter. This will involve discussion with all parties to ensure natural justice prevails. Successful resolution - great! If not go to the next step.

If we haven't been able to resolve the matter contact the Coordinator of Regional Operations at the South Metropolitan Regional Education Office – 9336 9500. This will involve an independent review of the situation and may involve mediation.

In those exceptional circumstances where a formal process is required, the complaint can be forwarded to: Director-General of Education Education Department of W A 151 Royal Street East Perth WA 6004