



ST JOSEPH'S PARENT COMPLAINTS POLICY

RATIONALE

A timely and professional response to parent complaints is an effective means of encouraging communication, building trust and resolving issues for the betterment of all concerned.

AIMS

To develop and implement a process by which parents can confidently raise concerns in the knowledge that they will be listened to and their concerns will be professionally managed in a timely, confidential and appropriate manner.

IMPLEMENTATION

- Relationships with parents are important to us. We take complaints raised by parents seriously. There are many avenues for parents to provide feedback to school staff. These include
 - annual formal CEM based Parent surveys
 - formally scheduled Parent Feedback Forums
 - meetings with the Principal or other staff members to express concerns.
- Should parents make complaints to School Advisory Committee Members, should recommend any complaints be directed to the School Principal.
- Parents making complaints should ascertain the facts as best they can, and contact the Principal at their earliest convenience.
- Parents with complaints should contact the school by telephone, in person or in writing.
- Parents visiting the school to make a complaint are advised that the Principal may not be immediately available to discuss the complaint. However, details regarding the complaint can be taken by the office staff, and an appointment time can be made to meet with the Principal.
- Parents making complaints are to be respectful, confidential and courteous. Parents who are unreasonable, threatening or discourteous can expect their discussions with the Principal to be terminated until such time as an alternative discussion time is arranged by the school.
- The school will record the details of all complaints including the name and contact details of the persons making the complaints. The school will then refer the complaint to the most appropriate person to investigate. There will be many occasions that this will be someone other than the principal.
- The investigating staff member may conduct a preliminary investigation or communicate with the parent to discuss the matter further.
- If the scope of the investigation is beyond the capacity or jurisdiction of the school, the matter will be referred to the appropriate authority and the parent will be informed of the referral.
- Parents discussing complaints with the Principal may be accompanied by an advocate. The advocate can be a family member, a friend or a professional with knowledge of the student. The advocate may not be in receipt of a fee. All advocates must provide their full name prior to the meeting being held. The advocate may encourage and facilitate sharing of parent knowledge, perception and issues. The advocate should support a positive working relationship between all parties.
- Any person acting in a professional capacity on behalf of the parents must provide their occupational details. It is at the Principal's discretion if an external professional is a participating member of any school meeting.
- Any investigation conducted by the school will be done so in a timely, efficient and confidential manner, ensuring the fair principles on natural justice are applied for all. Parents will be provided with an anticipated time-frame for a resolution.
- The investigating staff member will record the details of the investigation.

EVALUATION

This policy will be reviewed as part of the school's three-year review cycle.

Reviewed: August, 2019