



Wasleys Primary School Procedures for Managing Parent Concerns and Complaints

All staff at Wasleys Primary School (WPS) will respect the right of parents to make a complaint, and will manage complaints in a respectful, confidential, impartial and timely manner that reflect, from beginning to end, the principles of natural justice and procedural fairness.

Rights and responsibilities

Parents lodging a concern or complaint with Department for Education and Child Development (DECD) can expect to:

- Be treated with respect, courtesy and consideration.
- Have their complaint dealt with in an efficient and timely manner.
- Have access to appropriate and easily understandable information regarding the complaints management process.
- Have personal information treated as confidential.
- Have their complaint considered impartially and in accordance with due process and principles of natural justice.

In return DECD requests that parents making a complaint will:

- Contact the school in the first instance to resolve the matter at the local level.
- Treat all parties with respect and courtesy and maintain confidentiality.
- Raise the concern of complaint as soon as possible after the issue has arisen.
- Provide complete and factual information about the concern or complaint.
- Ask for assistance or further information as needed.
- Act in good faith to achieve an outcome acceptable to all parties.
- Have realistic and reasonable expectations about what course of action is required.

All parties involved are able to bring a support person to any of the meetings held as part of an (informal or formal) complaint management process.

Concern or Complaint

If there are unsatisfactory resolution attempts at the school level with the Principal contact the Education Complaint Unit on 1800 677 435.

The Education Complaint Unit will:

- Listen to and clarify the nature of the complaint including expectations.
- Acknowledge receipt of the complaint in writing within 5 working days.
- Refer, if appropriate, any complaint that has not been raised at the school.
- Determine the appropriate person to handle the complaint – some complaints may need to be referred to other agencies.
- Contact the relevant school to advise of the complaint and for information regarding the response to date.
- Determine what support or additional information needs to be provided to complainant or school while the complaint is considered.

How Parents/Guardians can get help with a concern or complaint

All DECD sites abide by the “Parent Concerns & Complaints Resolution Policy” and the “Parent Concerns and Complaints Procedures” documents. These documents provide greater detail to support resolution.

Details of these documents can be found at <http://www.sa.gov.au/topics/education-skills-and-learning/general-information/feedback-and-complaints/schools-and-preschools>

Ratified: August 2014

Review Date: August 2017