

Tuggerah P S COMPLAINTS RESOLUTION

POLICY

Rationale:

- Our school has both a desire and a responsibility to ensure that high standards of conduct are maintained by staff and students at all times, and that complaints are managed and resolved fairly, efficiently, promptly and in accordance with relative legislation.

Aims:

- To provide a harmonious, positive and productive school environment.
- To resolve complaints fairly, efficiently, promptly and in accordance with relative legislation.

Implementation:

- Our school seeks to provide a positive, harmonious and productive environment.
- It is the principal's responsibility to provide a healthy and positive school environment that is free from discrimination and harassment. In doing so, principals must ensure that all staff are aware of their rights and responsibilities.
- The principal is required to use local complaints resolution procedures, where appropriate, for resolving complaints in relation to issues that fall within the school's area of responsibility. All cases of serious misconduct – sexual offences, criminal charges, or other serious incidents – must instead be referred to the Department of Education for advice and the Child Well-Being Hotline or EPAC.
- It is incumbent upon the principal to act where unacceptable conduct is observed or brought to his or her attention.
- It is important that all complaints, ensuing procedures and outcomes are fully documented and confidential.
- The principal may choose to respond to a complaint through an informal process in cases where the complaint is minor, the complainant wishes the matter to be dealt with informally or the complaint has arisen from lack of or unclear communication.
- Formal processes will be used when informal processes haven't been successful, a complainant seeks a formal process and the principal agrees that the issue warrants such a process, or if the principal believes the complaint warrants formal investigation.
- The formal process involves: -
 1. Gathering information the complaint including formal interviews, written statements, conveying the details of the complaint to the respondent in writing providing the opportunity for a written response.
 2. A formal acknowledgment of the complaint.
 3. Preparation of a detailed confidential report outlining the findings and outcome of the investigation.
 4. Monitoring of the situation.
- Parties dissatisfied with the process can appeal to District Office.
- All matters must be treated with utmost confidentiality, and professional respect at all times.

This policy was last updated in April 2017

