

**POLICY
NAG 3**

**BLOMFIELD SPECIAL SCHOOL & RESOURCE CENTRE
PARENT & CARER COMPLAINTS POLICY**

RATIONALE:

Clear guidelines are needed by parents and carers to express concerns or make complaints connected with the school within a reasonable timeframe.

PURPOSE:

These procedures will ensure that all parent or carer complaints will be processed in a manner that is just and fair to all concerned. They will satisfy complainants that the school's teaching and management standards will be maintained to the highest levels.

GUIDELINES:

1. All participants to the action of a complaint are to maintain confidentiality of information and documents.
2. In most cases the first course of action for a parent or carer will be to discuss the matter of concern directly with the teaching staff member involved. It is not uncommon for misunderstandings to arise between school and home that can be easily resolved by direct discussion.
3. If the following occur the parent or carer should inform the relevant Team Leader
 - ☐ A direct approach to a staff member is not effective
 - ☐ The parent/carer is dissatisfied with the explanation
 - ☐ The parent /carer is dissatisfied with the action/behaviour of the staff member
 - ☐ The reaction is considered to be inappropriate or the action continues
 - ☐ The parent feels unable to discuss the matter directly with the staff member.

In such events the Team Leader has a responsibility to investigate these concerns and to discuss with staff any changes in approach that may be necessary. This will involve consultation with the Principal and Senior Manager (D.P. or A.P.)

4. If the parent/carer still remains dissatisfied with the outcome of the above process s/he should then inform the Principal, who will investigate the matter
5. If the parent/carer remains dissatisfied following steps taken by the Principal,

or

if the complaint concerns the Principal; the parent/carer should write to the Board of Trustees via the Chairperson outlining their concerns.

6. 6. An appropriate investigation will take place. The Privacy Act will apply to the investigation.
7. 7. The parent/carer will be informed in writing of the measures and processes undertaken regarding the issue.

Approved by Board of Trustees 14 August 1995

Approved by Board of Trustees to be adopted as a policy 29 March 2012

Approved & Adopted by Board of Trustees 17 September 2015

Reviewed & adopted by Board of Trustees 23 May 2019