

Wandina Primary School

COMPLAINTS HANDLING POLICY

Objectives:

To ensure that complaints lodged at this school are resolved in a prompt and efficient manner.

To promote the highest standard of professionalism in dealing with our community.

Policy:

Staff at this school are responsible for managing the resolution of disputes and complaints lodged with us.

We will make every effort to promptly resolve disputes and complaints lodged with us according to the principles of procedural fairness.

MAKING A COMPLAINT

Complaints can be made:

Verbally. This is suggested in the first instance, so that the problem can be resolved quickly.
Or by letter;
by email; or by fax

Help is available at the school to support complainants to formulate, write and lodge a complaint. Complaints can be lodged with the school using any of the contact methods listed above.

Written complaints should be addressed to

“PRIVATE AND CONFIDENTIAL”.
Mrs Dianna Miller
Principal
29 Ajax Drive, WANDINA
GERALDTON WA 6530

Minimum information when making a complaint:

You should provide the following information when making a complaint:

- your name and contact details;
- copies of any relevant correspondence or documents relating directly to the complaint;
- the nature of the complaint; and
- what you consider is needed to resolve the complaint.

In the case of a verbal complaint, where you do not want to be identified or to lodge the complaint in writing, we will endeavour to work directly with you to resolve the matter.

Responsiveness:

We will acknowledge written complaints within 5 working days. We seek to resolve local complaints within 14 days. If because of the serious nature of the complaint, it is deemed necessary to forward it on to another section of the Department of Education and Training, we will do this without delay.

In all cases you will be kept informed of the progress of your complaint.

Enquiring on a complaint’s progress:

You may enquire as to the progress of your complaint at any time by directly contacting the appropriate person. At the time of lodging a verbal complaint, or in the acknowledgement letter for a written complaint, this person will be identified for you.

Outcome of a complaint:

We will advise you verbally or in writing of the outcome of the complaint. The outcome of all written complaints will be provided to you in writing.

When a complainant is unhappy with the outcome of a complaint:

If you are unsatisfied with our attempts to resolve your complaint, you may wish to express your concerns to the District director. To do this contact:

Mr Greg Thorne
Regional Executive Director
Mid West Regional Education Office
PO Box 63
GERALDTON WA 6531

While this request can be made verbally, it is preferable that it is made in writing. Help in making this request will be provided by us, or the district office, upon your request.

Rejecting a Complaint:

Complaints judged to be vexatious, trivial or without substance, or where it is judged to not warrant further action, will not be progressed. You will be advised of this decision in writing.

DEFINITIONS:

Complaint:

The expression of dissatisfaction with any aspect of government education and training.

It may be general in nature or relate to particular staff, a part of the organisation, a policy or a decision.

Any person may lodge a complaint, however staff employed by the Department of Education and Training cannot use this process if they are acting in an official capacity.

A complaint must contain sufficient detail to enable it to be addressed and recorded.

Locally Managed Complaint:

A verbal or written complaint made in relation to a school or staff member, which is managed by the school.

Centrally Managed Complaint:

A complaint lodged in writing with the Director General of the Department of Education and Training. It is managed at Central Office. Such complaints may be redirected to the local level to be managed if it is deemed appropriate.

Complainant:

A person or persons lodging a complaint.

**Wandina Primary School
29 Ajax Drive, WANDINA
GERALDTON WA 6530**

Principal: Mrs Di Miller

Phone: 99234 200

Fax: 99234 222

Email: Wandina.PS@education.wa.edu.au

Complaints Handling Policy Information for Parents



Wandina
PRIMARY SCHOOL