

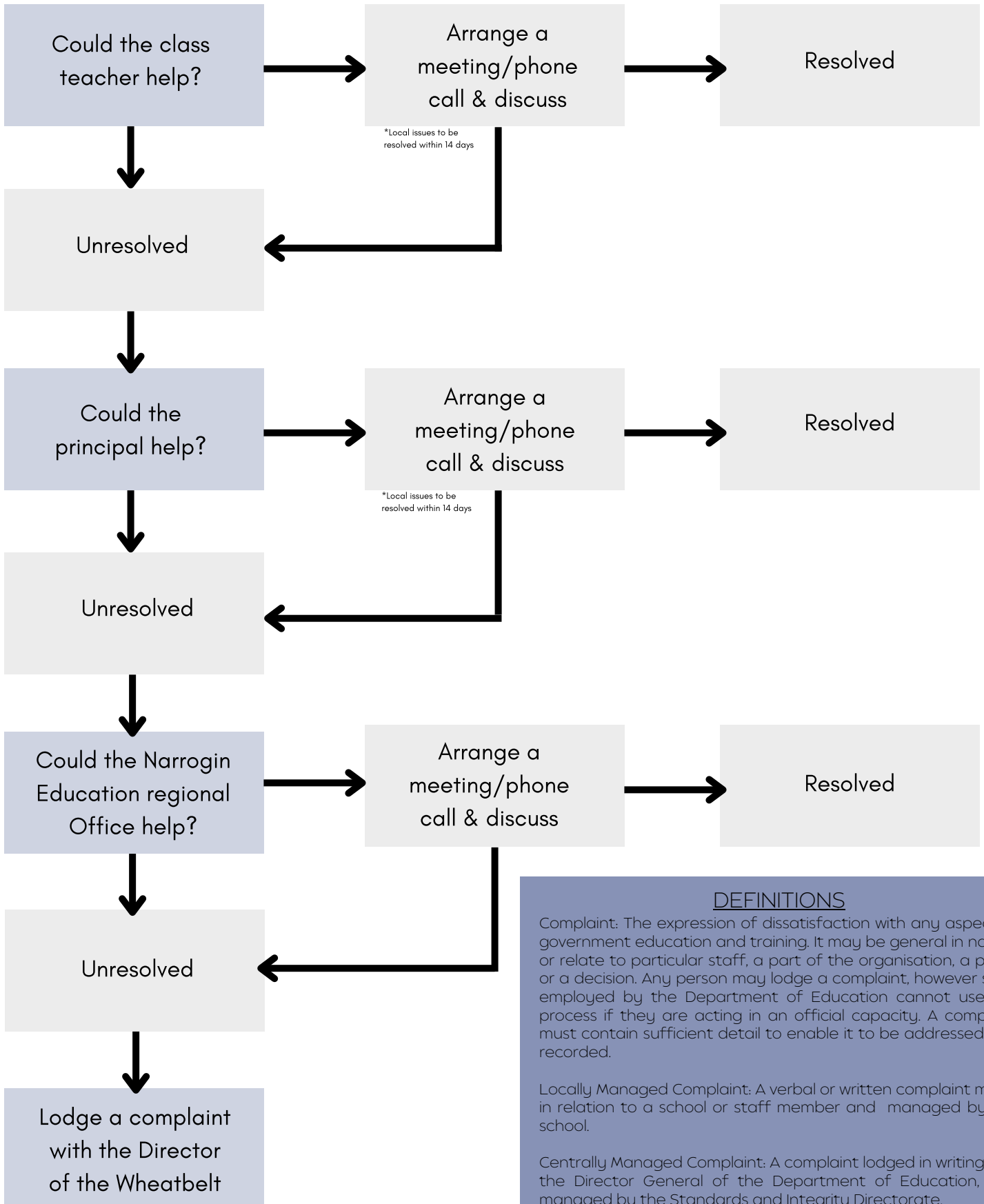


NYABING  
PRIMARY SCHOOL

# COMPLAINTS MANAGEMENT GUIDELINES - COMMUNITY



# COMPLAINT RESOLUTION FLOWCHART



## 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 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 and managed by the school.

**Centrally Managed Complaint:** A complaint lodged in writing with the Director General of the Department of Education, and managed by the Standards and Integrity Directorate.

**Complainant:** A person or persons who lodge a complaint.

# COMPLAINTS MANAGEMENT GUIDELINES

*Our vision is to ensure that complaints lodged at Nyabing Primary School are resolved in a prompt and efficient manner, with the highest standard of professionalism.*

Staff at Nyabing Primary School are responsible for managing the resolution of disputes and complaints lodged with us. We will acknowledge all complaints within two school days and make every effort to promptly resolve disputes and complaints lodged with us according to the principles of procedural fairness. Where we cannot resolve a complaint, the complainant, Principal, or Director of Education can forward a written complaint to the Director General of the Department of Education. Please note, the Department of Education's Disputes and Complaints Policy and Procedures details the Departmental procedures to be followed in the management of complaints. This document details the procedures to be followed for local management of complaints at this school.

As outlined in Australian Standard AS 4269:1995 our Complaints Handling Policy demonstrates:

1. **Commitment:** We are genuinely interested in having complaints resolved at the school level. We recognise a community member's right to complain and to have their complaint dealt with seriously and fairly. We actively seek comments about our performance from our parent community.
2. **Fairness:** We understand the need to be fair in our complaints handling processes. We follow procedural fairness principles when responding to a complaint. Decisions made, and the reason for them will be made available to all parties directly involved in a complaint.
3. **Resources:** We use school resources to effectively manage complaints. We have adequate resources for effective handling of complaints. Relevant staff at this school receive training in the management of complaints. Complainants will have easy access to the person at our school that will be dealing with the complaint.
4. **Visibility:** Our complaints handling processes are available on our website on [www.nyabingps.wa.edu.au](http://www.nyabingps.wa.edu.au). Complaints handling processes are explained regularly in our school newsletter.
5. **Access:** We accept complaints lodged by telephone, in writing, via email, and in person. We facilitate people with special needs to access our complaints handling system. Our complaints handling processes recognise cultural diversity and take into account the particular needs of our parent community.
6. **Assistance:** Upon request, we will provide a complainant with the support needed to formulate and lodge a complaint. Administration are available to help complainants formulate and lodge a complaint.
7. **Responsiveness:** Complaints will be dealt with quickly and efficiently. We will maintain regular contact with complainants to keep them informed of the progress of their complaint.
8. **Charges:** There will be no charge to the complainant by Nyabing Primary School for the raising of a complaint with us however, where there are relevant, statutory charges, for example, Freedom of Information requests, a charge may still apply.
9. **Remedies:** Our complaints handling system has the capacity to determine and put in place remedies. Where a complaint results in the identification of changes that should be made to our processes, those changes will be made.
10. **Data Collection:** It is the responsibility of the person who is the complaint contact person to record the complaint and notify the principal. The principal will file it on the School Complaints Register / School Complaints Database. The outcome of completed complaints must be recorded. Data about complaints lodged with our school is collected and stored confidentially.
11. **Systemic and Recurring Problems:** Complaints are regularly analysed for the identification and addressing of systemic and recurring problems. We analyse our Complaints Register to identify areas where changes are required to address systemic and recurring problems.
12. **Accountability:** We report our complaints handling processes against our documented performance standards. We report on our complaints handling processes as a part of our school evaluation procedure. Complaints lodged and their outcomes are reported to the regional Director of Education as part of the school evaluation process.
13. **Reviews:** We review our complaints handling process regularly.