



Littlehampton Primary School & Preschool

Site Procedures for Dealing with a Complaint

Site Procedures for Dealing with Parent Complaints

Please read in conjunction with *Parent Guide to raising a concern or complaint* leaflet (copies kept in Front Office).

All aspects of the concern/complaint must be clearly documented. This procedure begins with the person who is the *FIRST POINT OF CONTACT* and the attached pro-forma should be used.

All documentation should be kept in the PARENT CONCERNS AND COMPLAINTS folder in the Principal's office.

Parents often come to the class teacher as a first port of call when they are unhappy about something. Often the issue can be resolved with a simple conversation. In this case no documentation is required.

Please Use the Complaint form when:

- the issue is not resolved in the meeting (one way to clarify this is to ask the parent "Are you happy that we've resolved this, is there anything you would like me to do?");
- if you have concerns about the issue (eg note in the diary, emotional issue) please involve the principal or deputy and begin the complaint form;
- if it is a repeat concern even about a minor issue.

All concerns/complaints must be actioned within a reasonable timeframe and the parent must be made aware of when they can expect a response. Ordinarily, contact should be made within 24 hours. This does not mean that the issue will necessarily be resolved within 24 hours, but that the parent has been informed of the next stage in the process. The following guidelines are in the DECD Parent concerns and complaint procedures:

- Class teacher makes a time within 5 working days to meet with parent.
- For complaints brought to principal or deputy principal, acknowledgement of receipt of complaint in writing (this can be via email) within 5 working days or meet within 5 working days.
- The teacher, principal or deputy principal will write a summary of the outcome on the form during discussion with the parent and will sign and date to show finalization.

These procedures to be published in school newsletter on 21 March 2013 and there will be a reminder each term thereafter. This document will also be available on our website at www.littlehaps.sa.edu.au.

What to do with the form.

When the teacher has met with the parent, note agreements on the form and sign, pass on to the principal. Complaint forms are stored in the Principal's office.

This document was ratified at a Governing Council meeting on 18 March 2013.

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