

## Communication & Information

### 1. The Policy and School

Procedures are available on request from the school Principal.

### 2. School council reviews the

policy and procedures annually.

### 3. Students and parents are

advised about the policy during enrolment-induction.

### 4. The school newsletter provides

information and updates

## Delacombe Primary School Concerns and complaints Contacts

For advice, information or support  
please contact:  
Scott Phillips or Marnie Cooper 5335 6103

## Delacombe Primary School

## School Concerns and Complaints Policy & Processes



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5335 6103

# Concerns & Complaints Policy & Processes

Delacombe Primary School has a concerns and complaints policy and set of procedures that provide detail for staff, parents and the community when issues arise at the school.

## The Policy Aims

### The policy and procedures:

- Acknowledge the rights and define the responsibilities when a complaint or concern is raised in the school
- Provide guidelines for the processes and procedures to be used in dealing with complaints and concerns.
- Ensure that complaints and concerns are addressed promptly, consistently and fairly.
- Provide a confidence for staff and parents that complaints and concerns will be dealt with in an environment of dignity and respect.

## Parent raises a *concern*

In raising a concern parents can telephone, write or seek an appointment with:

- the student's teacher or home group teacher about learning issues and incidents that happened in their class or group
- the year level coordinator if students from several classes are involved
- the assistant principal about issues relating to staff members or complex student issues
- the principal about issues relating to school policy, school management, staff members or very complex student issues.

## Parent raises a *complaint*

- The school should always be your first point of contact when raising a concern or complaint
- In making a complaint parents are expected to write to, or seek an appointment, with the Principal.
- When making an appointment the parent will be expected to indicate the general nature of the concern
- The Principal will determine the appropriate staff member to respond and undertake the appointment
- If a parent is unsure about raising a concern or complaint and the process then assistance can be provided by contacting the principal or assistant principal

## School Actions

- The school will investigate and address the concern or complaint
- The parent will be provided with an outcome. This could be:
  - Complaint resolved
  - Complaint dismissed
  - Complaint addressed
- If the complaint is to be addressed the parent will be offered remedies suitable to achieve resolution.
- Parents not Satisfied with the Outcome can refer the matter to :

Department of Education & Early Childhood (DEECD)  
Grampians Region  
109 Armstrong Street North  
Ballarat 3350  
Phone 5337 8444

## Delacombe Primary School

110-120 Greenhalghs Road  
Delacombe, 3356  
5335 6103