

## **COMPLAINTS MANAGEMENT POLICY**

At Denmark Senior High School we value parents as partners in your child's education. *All persons in the school community including students, parents, administrators, teachers and support staff have a right to be treated with respect and courtesy.*

### **IF YOU NEED ASSISTANCE IN RESOLVING A CONCERN OR COMPLAINT**

At all stages, staff will work with you to work out an agreed plan of action and timeline if you have a concern.

Staff will help you:

- Obtain information about school policies and procedures
- Make enquiries about student programs, performance and behaviour
- Clarify a problem and register a concern with the school
- Direct letters of enquiry or complaint

### **STEPS FOR PARENTS**

#### Stage 1 – Discussion with staff member

Contact the class teacher in the first instance to discuss your complaint. The Head of Learning Area or member of the Student Wellbeing team may also be accessed if appropriate. This is best done by making an appointment through the school's Administration office. The staff will work with you to resolve the problem.

#### Stage 2 – Review of investigation at school level

If the issue remains unresolved, contact the relevant deputy principal or principal who will work with you and the staff member to resolve the problem. You may wish to formalise your complaint. To do this, you may write to the Principal who will acknowledge the complaint with a written reply as soon as possible, even if a resolution is not available at this stage.

The Principal will consider the issue and identify what action is to be taken and by when, and will clarify the process if a formal complaint is to proceed. The Principal may seek the support of the *Coordinator of Regional Operations* or other relevant district staff. The action to be undertaken and a timeline will be confirmed with you in writing.

You should be aware that when a complaint is made in writing about the conduct of an individual staff member, that staff member will receive documentation of the substance of the complaint and, in most cases, the name of the complainant.

### **DISTRICT LEVEL RESOLUTION**

#### Stage 3 – District resolution

If a resolution is not reached at the school level, contact the *Coordinator of Regional Operations* on 9844 2840 for assistance in resolving the issue. This will involve an independent review of the situation and may include mediation.

Reviewed by School Board (Feb 2021)