Mildura Specialist School No. 5251

Parent Complaints Policy

Rationale:
As a school community we want to work together to provide the best learning environment for our students and build strong relationships within our school community.

Aim:
So that we, as a school community, can provide a calm, fair, dignified and respectful place to learn, the school will have procedures in place to address concerns and complaints promptly, consistently and fairly.

Implementation:
A parent can raise a concern or complaint about any aspect of a school’s operations. In the first instance, they should take a concern or make a complaint to the school. The school will:

• Decide the appropriate complaint procedure as determined by the school principal.
• Address concerns and complaints in line with the Department’s 2006 Dignity and Respect Statement.
• Maintain the confidentiality of all parties, in line with Departmental policy and legislative requirements.
• Acknowledge that their common goal is to achieve an outcome acceptable to all parties.
• Act in good faith and in a calm and courteous manner.
• Show respect and understanding of each other’s point of view and value difference, rather than judge and blame.
• Recognise that all parties have rights and responsibilities which must be balanced.
• Address complaints promptly, within timelines agreed with the person with the concern or complaint.
• Ensure all staff observe the code of conduct for the Victorian teaching profession or public sector employees.
• Ensure that parents are aware of their right to advocacy when communicating the issues involved in their complaint and in negotiating an outcome.
• Regularly make information about its procedures readily available to its community, in clear and easy-to-understand language and, where appropriate, in a range of community languages and in formats that are accessible to everyone so that no-one is disadvantaged.

Approved by School Council- 16 May 2011