

Glen Huntly Primary School 3703



Parent Complaints Policy

Rationale:

At times parents may have concerns they wish to take up with the school. Glen Huntly Primary School welcomes this feedback and encourages parents to raise issues, so they can be dealt with promptly and resolved to the satisfaction of all concerned.

Guidelines:

Parents and caregivers are strongly encouraged to contact their child's school in the first instance on all matters involving their child's education.

Implementation:

Step 1:

Identify your topic or issue. Making notes is a good idea, as it ensures that you cover all points. Think about the resolution you would like to see as an outcome.

Step 2:

Contact the school and speak to your child's classroom teacher in the first instance to resolve the issue. If after doing this, you feel the matter is still unresolved then contacting the Principal or Assistant Principal may be an appropriate way forward for you. This may include organising a meeting for a mutually convenient time.

Step 3:

Meet with the school's Principal or Assistant Principal or teacher. If a classroom teacher is to be present, try meeting outside of classroom hours. This, for the vast majority of issues, should assist in resolving the matter.

Step 4:

If the matter is unresolved at the school level, you may wish to discuss it further with the community liaison officer at your Regional Office. Contact your local Department of Education Regional Office: South Eastern Victorian Region, Phone: 03 8765 5600

Step 5:

If the matter is unresolved at the regional level, you can address your complaint in writing to the DET Central Office, Deputy Secretary in the Regional Services Group, GPO Box 4367 Melbourne, Victoria, 3001

Evaluation: In accordance with Department Guidelines

References: DET – Victorian Schools Reference Guide

This policy will be reviewed as part of the school's four year review cycle.

This policy was ratified by School Council March 2017