



Parent Complaints Policy

GLEN HUNTLY PRIMARY SCHOOL PARENT COMPLAINTS POLICY

Rationale and Purpose

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

The purpose of this policy is to ensure that:

- families understand how their complaint is managed and how it can be escalated, if required
- the Department (DET) demonstrates how it responds to complaints in a fair, effective and efficient manner.

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.

Scope:

This policy only applies to Victorian government school decisions or actions. This policy is separate to other formal processes that already exist, such as:

- fraud and corruption, see [reporting fraud or corruption](#)
- criminal matters, contact Victoria Police
- legal claims, contact the Department's [Legal Division](#).

For other specific complaint avenues and further information on making a complaint, refer to the Department website: [make a complaint](#).

While families can make a complaint to the Department regarding any school-based decision or action, some matters will be subject to particular processes.

Process for Handling and Managing Complaints

A flowchart for handling and managing parent complaints is presented on page 2 of this policy, which is sourced from page 8 of the [Parent Complaint Policy – Victorian Government Schools \(Word\)](#). found at <https://www2.education.vic.gov.au/pal/complaints/policy> This is a 32 page guide for DET staff and parents, which provides extensive details regarding the DET procedures and guidelines of the Parent Complaint processes and how these are managed.

Implementation:

Step 1:

Identify your topic or issue. Making notes is an effective and beneficial idea, as it ensures that you cover all points that you may wish to raise. Think about the resolution you would like to see as an outcome.

Step 2:

Contact the school and ask to speak to your child's classroom teacher in the *first* instance to resolve the issue, where receipt of the complaint must be acknowledged (written or verbal) within two

school days. If after doing this, you feel the matter is still has been not been addressed, then contacting the Principal or Assistant Principal may be an appropriate way forward for you. This may include organising a meeting during a mutually convenient time.

Step 3:

Meet with the school's Principal or Assistant Principal or teacher again. If a classroom teacher is to be present, try meeting outside of classroom hours. This, for the vast majority of issues, should assist in determining resolution the issue and will provide time and space to aim to accomplish this.

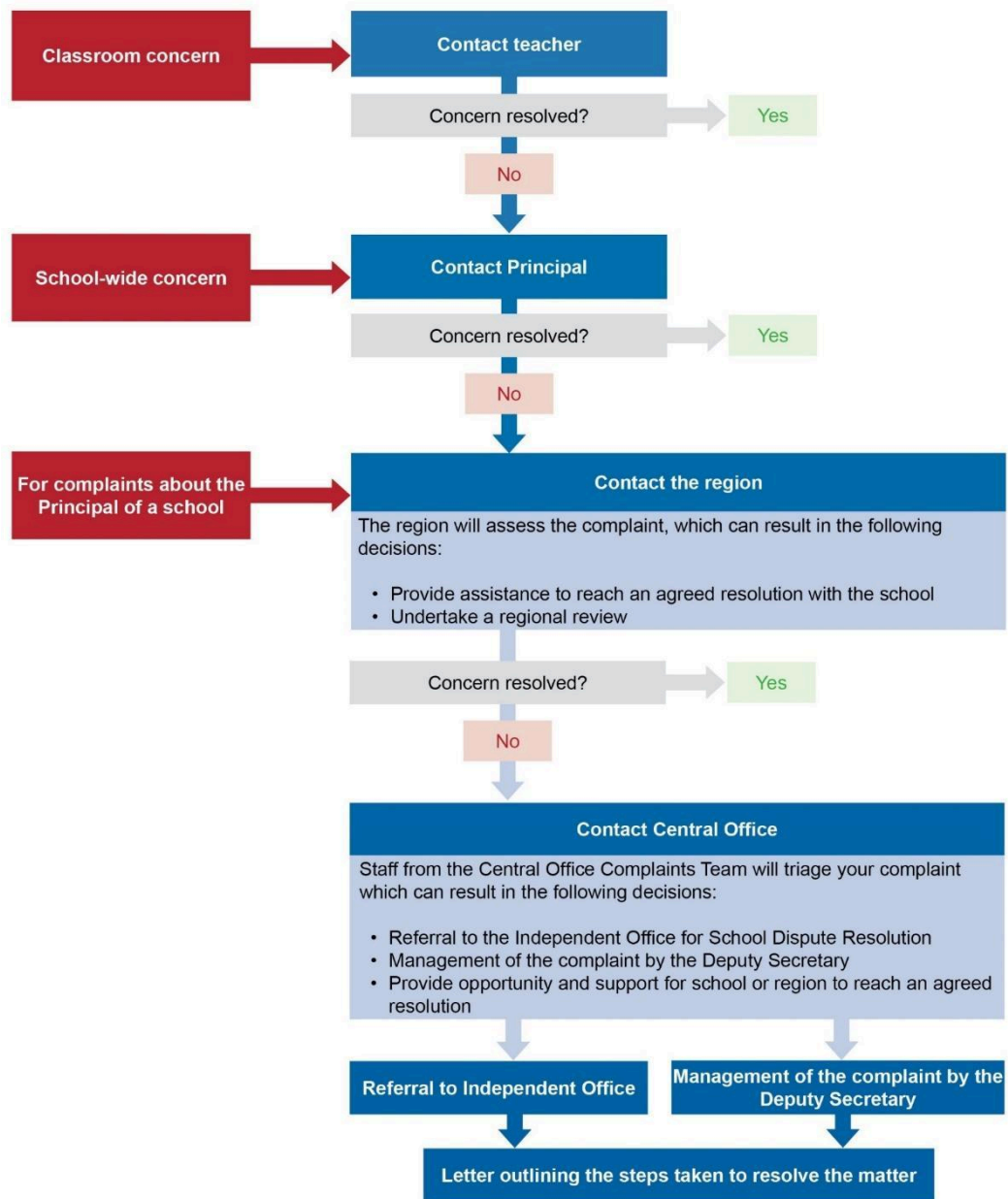
Step 4:

If all reasonable avenues at the school level have been exhausted and a mutually agreed resolution cannot be reached, you may wish to discuss matters further with the community liaison officer at your Regional Office. Contact your local Department of Education Regional Office: South Eastern Victorian Region, phone: [1300 720 151](tel:1300720151)

Step 5:

If you believe the matter has not been sufficiently resolved 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. Or you may phone 03 9637 2000 (Schools and Regional Services), or 8688 7885 (Complaints – Parents).

Complaints management flowchart



Evaluation: In accordance with current DET Guidelines

This policy needs to be read in conjunction with Glen Huntly Primary School's Privacy Policy 2021

References: <https://www2.education.vic.gov.au/pal/complaints/policy>

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