



Ocean **View** College B-12

**PARENT CONCERN
AND
COMPLAINT POLICY**

Updated March 2018

OCEAN VIEW COLLEGE PARENT CONCERN AND COMPLAINT POLICY

Objectives

The objectives of these procedures are to:

- Provide clear, transparent and responsive complaint management processes, that assist parents to make a complaint when dissatisfied with the level or quality of educational services provided at Ocean View College.
- Ensure that parent complaints are resolved in a consistent, systematic, impartial, fair and timely manner, to the satisfaction of all parties.
- Encourage, wherever possible, the resolution of complaints at the school level.
- Ensure parent complaint management processes are fair, non-adversarial, easily accessible and simple to understand and use.
- Provide parents with appropriate avenues of redress, where necessary.

Concerns expressed by Parents to College staff :

Parents are, in the first instance, to raise any concerns or complaints in relation to their child's education with their child's teacher/care group mentor.

It is expected that teachers/care group mentors will:

- Make a time available as soon as reasonably possible (ie, within five working days), to discuss with the parent (face-to-face or by phone) their complaint.
- Listen to the parent.
- Consider relevant legislation, departmental policy and guidelines and school/preschool procedures and/or seek advice/support.
- Identify and discuss with the parent possible courses of action that could be taken to resolve their complaint and the timeframe within which this will occur.
- Follow up with the parent(s) after a reasonable period of time has elapsed for any changes to take effect to ensure that the parent is satisfied with the outcome(s).
- If appropriate (depending on the nature of the concern or complaint), keep a written record of the complaint, its progress and outcomes.
- If appropriate, refer the complaint in line with the school's complaint management procedure.

Ocean View College Complaint Management Procedure

Parent raises a concern or issue with their child's teacher/Care Group Mentor.	Child's teacher/care group mentor makes a time within 5 working days to discuss with the parent (face to face or by phone) their complaint. Teacher/care group mentor and parent work to resolve the complaint over a reasonable and mutually agreed time frame.
Parent raises a concern or issue with another member of the Leadership team.	The Leadership team member discusses the issue with the parent (face to face or by phone) and works with relevant parties to resolve the complaint. This may mean the issue is referred to a Counsellor, Head of Sub-School, D.P. or Principal for action. The person receiving the complaint advises the parent of how the matter is being addressed in a timely manner, by phone or in writing.
Parent concern or complaint is made to a teacher/care group mentor regarding another staff member	Concerns and complaints received by a school staff member in relation to another staff member or an issue outside their responsibility or beyond their authority to resolve are to be referred to the Leadership team. The staff member who receives the initial complaint is to advise the parent of the reason(s) why the matter is to be referred elsewhere, direct them to the school's complaint resolution procedure and assist, if required, the parent to make their complaint.
When a Parent concern or complaint cannot be resolved by the child's teacher/care group mentor the matter is referred to the Head of the relevant Sub-School.	The Head of the Sub School acknowledges the receipt of the complaint either in writing or by phone as soon as possible. The Head or School, the parent and other relevant parties work together to resolve the issue. (This must be done within 5 working days.)
When a Parent concern or complaint cannot be resolved by the child's teacher/care group mentor or the Head of the Sub-School it will be referred to the Principal or D.P.	The Principal/D.P. will acknowledge the receipt of the complaint either in writing or by phone as soon as possible. A meeting is scheduled at a mutually agreed time. <i>The length of time that has elapsed since the initial concern was raised and/or the nature of the complaint will determine the urgency of the meeting time.</i> The Principal or delegate will collect all relevant information regarding the complaint and invite stakeholders to attend the meeting, where appropriate. The Principal, the parent and other relevant stakeholders will work together to resolve the issue.
When a concern or complaint is resolved.	The Principal will: *clarify the course of action and the timeframe within which those actions will take place and communicate roles/responsibilities to all parties. *follow up with parents in a reasonable timeframe to ensure that the parent is satisfied with the outcome. * if appropriate keep a written record of the complaint, actions, progress and outcomes.
When a complaint is not resolved.	The Principal will refer the matter to the next level of review as per the DECD "Parent concerns or complaints procedure." (2012). Parents will be advised to contact the Regional Office and contact details will be provided. Information regarding the parents rights and the complaint process will be made available to parents eg <i>copy of DECD "Parent concerns or complaints procedure." (2012).</i>

Unreasonable complainant conduct

Any written or verbal complaints that contain personal abuse, inflammatory statements, and/or comments of a threatening nature or are intended to intimidate will not be addressed and the parent will be advised accordingly. At the discretion of DECD staff verbal communication will be terminated after firstly warning the parent that this will occur if the inappropriate behaviour continues.

When a parent wants their identity to remain confidential

A parent may request that their identity remain confidential when making a complaint. The staff member responsible for managing the complaint must advise the parent that every effort will be made to keep the parent's identity confidential but this may limit options for negotiating a resolution. For example, an apology is unlikely to be forthcoming if the identity of the complainant is not known.

Monitoring and evaluation

Ocean View College will maintain records and monitor parent complaints and the action taken to resolve the complaint. In instances when the complaint is easily resolved over the phone or by front line staff then recording of the issue may not be required. Ocean View College staff will record a brief note of these issues and the resolution in order to monitor all parent concerns and complaints to identify common or reoccurring issues requiring attention.



Site Complaint Record

PERSONAL DETAILS

Title:	First name:	Family name:
Street address:		
Suburb:		Postcode:
Home phone:	Mobile phone:	
Email:		

STUDENT DETAILS

First name:	Surname:
Year level:	Gender:

Who have you spoken to previously about your complaint?

School services officer:	Class teacher:	Year level coordinator:	Deputy/Assistant principal:
Preschool director:	Counsellor:	Early childhood worker:	Other:

COMPLAINT DETAILS

Please provide an outline of your complaint, including relevant dates, details of conversations or meetings and any breaches of policy you believe have occurred. Please also include what resolution you would like to see.