



Ballam Park Primary School

PARENT COMPLAINTS POLICY

The Department of Education and Early Childhood Development's (DEECD) Policy and Procedures for addressing parent concerns and complaints can be accessed at:

[Addressing parent concerns and complaints effectively: policy \(PDF - 647Kb\)](#)

Ballam Park Primary School expects a person raising a concern or complaint to:

- do so promptly, as soon as possible after the issue occurs
- provide complete and factual information about the concern or complaint
- maintain and respect the privacy and confidentiality of all parties
- acknowledge that a 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.

Refer to the parent complaints website:

<http://www.education.vic.gov.au/about/contact/pcschoolinformation.htm> or to the Ballam Park P.S. website: www.ballamparkps.vic.edu.au and follow the link on the Home Page: Parent Contact re issues at school.

Ballam Park Primary School will address any concerns and complaints received from parents:

- courteously
- efficiently
- fairly
- promptly, or within the timeline agreed with the person with the concern or complaint
- in accordance with due process, principles of natural justice and the Department's regulatory framework.

In the first instance, a parent with a concern or complaint should contact Ballam Park Primary School.

The parent should telephone, visit or write to make an appointment to speak with:

- the student's teacher about learning issues and incidents that happened in their class or group
- the Assistant Principal about issues relating to staff members or complex student issues
- the Principal about issues relating to school policy, school management, staff members or more complex student issues.

For contact details for a staff member, phone the office on 9789 5614. If you are not sure who to contact, request to speak with the Assistant Principal or the Principal.

Parents/Complainants can seek the services of an advocate when they feel they are unable to express their concern clearly. An advocate can be a friend or someone who is available through an appropriate support organisation who does not receive a fee for service. All parties involved in addressing a complaint may seek the services of a mediator when there is difficulty coming to an agreement.

Ballam Park Primary School will make every effort to resolve concerns and complaints before involving other levels of the Department of Education.

Ballam Park Primary School will give a parent/complainant a copy of its complaints procedures.

All complaints will be noted and acted on promptly by the staff member who receives the complaint.

Ballam Park Primary School will acknowledge all complaints made in writing. It will provide the parent/complainant with a timeline for investigating the complaint.

The Assistant Principal will investigate all complaints and will provide a response to the complainant.

Concerns and complaints about general school matters (such as the timing of events, school policies and facilities) will be addressed by the Principal or a relevant staff member.

Ballam Park Primary School will make every attempt to resolve a concern or complaint as quickly as possible.

If the complaint involves many students and a range of issues, the school will need more time to investigate and resolve it.

Should the complaint involve complex issues, Ballam Park Primary School might need to take advice from the Department of Education's Regional Office which may take more time. Ballam Park Primary School will tell the parent/complainant the new timeline for addressing the complaint and the reasons for any delays. In all cases, the school will try to resolve a concern or complaint within 20 school days.

Ballam Park Primary School's Parent Complaints Policy will be published on the school's website.

Endorsed at School Council meeting: 12th September 2011