

CASTLEMAINE NORTH PRIMARY SCHOOL

COMPLAINTS AND FEEDBACK POLICY 2021-2024

PURPOSE

The purpose of this policy is to:

- provide an outline of the complaints process at CNPS so that parents and members of the community are informed of how they can raise complaints or concerns about issues arising at our school
- ensure that all complaints regarding CNPS are managed in a timely, effective, fair and respectful manner.
- Describe the ways that feedback can be offered, from parents to school staff.

SCOPE

This policy relates to complaints brought or feedback offered by parents, carers, students or members of our school community and applies to all matters relating to our school. For the purpose of this policy:

- Feedback – is where a person is providing information or ideas with the intent of improving future decision making. A response is required; however, this may include an acknowledgement of the feedback, not necessarily a commitment to action.
- Complaint -is a specific issue that is requiring a response and an outcome. A formal process is involved; this is outlined in this policy.

POLICY

CNPS welcomes feedback, both positive and negative, and is committed to continuous improvement. We value open communication with our families and are committed to understanding complaints and addressing them appropriately. We recognise that the complaints process provides an important opportunity for reflection and learning.

We value and encourage open and positive relationships with our school community. We understand that it is in the best interests of students for there to be a trusting relationship between families and our school.

When addressing a complaint, it is expected that all parties will:

- be considerate and respectful of each other's views.
- be focused on resolution of the complaint, with the interests of students at the centre.
- Act courteously, cooperatively and in good faith. respect the privacy and confidentiality of those involved.
- operate within and seek reasonable resolutions that comply with any applicable legislation, Department of Education, and school policies.
- recognise that schools and the Department may be subject to legal constraints on their ability to act or disclose information in some circumstances.

Complaints and Feedback process:

CNPS is always happy to discuss with parents/carers and community members any concerns and ideas that they may have.

You may provide feedback via:

- A conversation, phone call or email to the Principal
- Your child's teacher
- The school website – "Feedback Form"
- A conversation with a School Councillor or a member of the PCA Executive

Your Feedback will be acknowledged by the recipient. Further action on the feedback will depend on the nature of the feedback and the school's capacity, values and priorities at any given time; these variables will be clearly communicated as part of the acknowledgement process.

You may lodge a complaint using the following process:

1. **Complaint received:** Please either email or telephone the school to outline your complaint so that we can fully understand what the issues are. We can discuss your complaint in a way that is convenient for you, whether in writing, in person or over the phone.
2. **Information gathering:** The Principal or Nominee will gather further information to properly understand the situation. This information will be documented.
3. **Response:** A response will be provided as soon as possible. The response may be written, or via a telephone call or face-to-face meeting.
4. **Timelines:** CNPS will acknowledge receipt of your complaint as soon as possible (usually within two school days) and will seek to resolve complaints in a timely manner. We will endeavour to complete any necessary information gathering and hold a meeting where appropriate within 10 working days of the complaint being raised. In situations where further time is required, CNPS will consult with you and discuss any interim solutions to the dispute that can be put in place.

Escalation

If you are not satisfied that your complaint has been resolved by the school, or if your complaint is about the Principal and you do not want to raise it directly with them, then the complaint should be referred to the Bendigo Regional Office.

North-Western Victoria Region nwvr@edumail.vic.gov.au - 1300 338 691

CNPS may also refer a complaint to the regional office if we believe that we have done all we can to address the complaint.

EVALUATION

This policy is to be reviewed triennially as part of the School Council's review cycle.

This policy was ratified by School Council 2021

Principal

School Council President

Date Ratified: **2021**

Review Cycle Date: **2024**