PARENTS’ CONCERNS AND COMPLAINTS PROCEDURE

Doncaster Gardens Primary School (DGPS) has developed this procedure in line with the Department of Education and Training (DET) guidelines to improve communication for us all when addressing concerns or making a complaint that is related to the school or your child’s education. It should be read in conjunction with the DGPS School/Parent Relationships Policy.

- Do you have any questions about the school or something you would like to discuss?
- We are always happy to talk to you.
- Your views and suggestions are important to us.
- Remember, teaching and learning works best when there is a partnership between you and your child’s school.

If raising a concern or complaint a parent is required to –

Step 1
Identify the topic/issue

Step 2
Telephone, visit or write to -

- the student’s teacher about learning issues and incidents that happened in their classroom or the school yard.
- the Year Level Coordinator if students from several classes are involved.
- 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 very complex student issues.

In following the above procedure the parent should -

1. Do so promptly, as soon as possible after the issue occurs.
2. Provide complete and factual information about the concern/complaint.
3. Maintain and respect the privacy and confidentiality of all parties.
4. Acknowledge that a common goal is to achieve an outcome acceptable to all parties.
5. Act in good faith, and in a calm and courteous manner.
6. Show respect and understanding of each other’s point of view and value difference, rather than judge and blame.
7. Recognise that all parties have rights and responsibilities, which must be balanced.

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