



MOUNT HAWTHORN PRIMARY SCHOOL

TOGETHER TOWARDS THE FUTURE

COMPLAINTS MANAGEMENT POLICY

Updated March 20

Complaints occur from time to time and the School is committed to achieving an effective resolution in a positive atmosphere. This policy and procedure sets out the process by which complaints can be addressed in a confidential, expeditious and sensitive way. We seek to resolve complaints, concerns and enquiries at the local level, in a timely manner and in accordance with the principles of procedural fairness.

We will make every effort to promptly and efficiently resolve disputes and complaints lodged with us according to the principles of procedural fairness. Where we cannot resolve a complaint, the complainant, can forward a written complaint to the Director General of the Department of Education.

Complaints received, and their outcomes will be recorded in our shared drive handling database if appropriate. Complaints will be regularly analysed for the identification and addressing of systemic and recurring problems. We will report on our complaints handling processes as a part of our school review and evaluation procedure.

GUIDELINES

Students, parents, members of the community and employees of the Department in their private capacity are entitled to have their complaints addressed by the school. Complaints may be made about the provision of education, the conduct of staff or school policies and processes. An employee who is subject to a complaint is entitled to be informed of the substance of the complaint.

Complaints may be made

- verbally;
- by letter; or
- by email ([CLICK HERE](#)); or

Complaints can be lodged with the school using any of the contact methods listed above.

Written complaints should be addressed:

PRIVATE AND CONFIDENTIAL

Principal
Mount Hawthorn Primary School
1 Killarney Steet
Mount Hawthorn WA 6016

Complaints should include the name and address of the person making the complaint. Written complaints should be responded to, in writing, within 14 days.

CONFIDENTIALLY

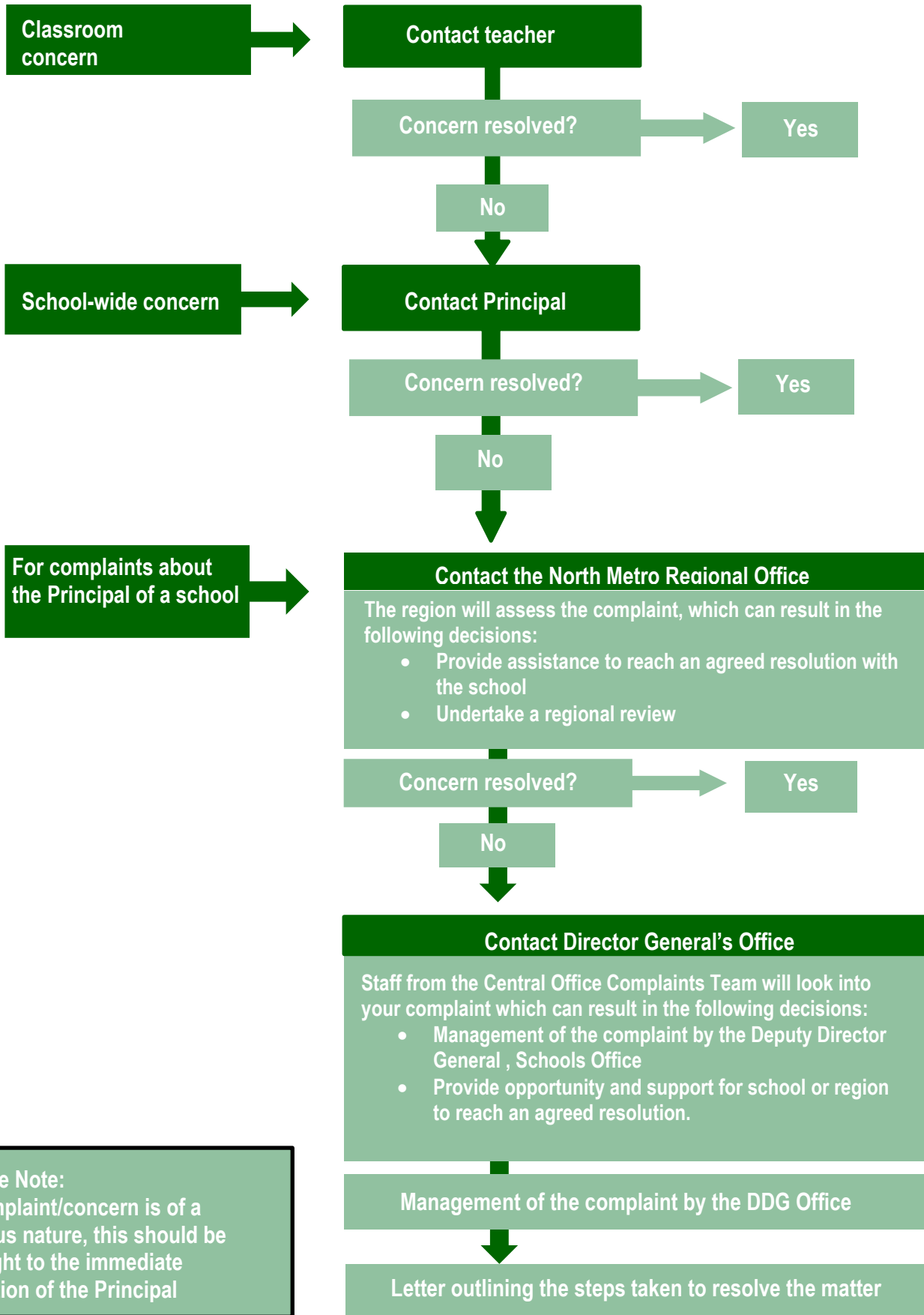
Your complaint or concern will be treated in a confidential manner and with respect. Knowledge of it will be limited to the School's Executive team and those directly involved.

Members of the school executive will record and monitor substantial complaints using Appendix One. A substantial complaint is one which requires significant action or investigation on that part of the complaint manager. The outcome of a complaints management process should be communicated clearly to the complainant.

Hard copy records of complaints (notes, emails) related to a student will be stored in their files.

The School recognises and acknowledges your entitlement to express your concerns and we hope to work with you in the best interests of the students in our care.

CONCERNS AND COMPLAINTS MANAGEMENT FLOWCHART



Please Note:
If complaint/concern is of a serious nature, this should be brought to the immediate attention of the Principal

