

National Quality Area 6: Collaborative partnerships with families and communities

National Quality Area 7: Leadership and service management

AITSL Professional Practice Standard 4: Create & maintain supportive and safe learning environments

AITSL Professional Practice Standard 7: Engage professional with colleagues, parents / carers and the community

Guideline Statement & Rationale

We believe at the NEMLDC, that working in partnership with parents maximises the language and learning outcomes of our children. It is vital that the relationship we have is one of mutual trust and respect. Respectful, honest and open two-way communication assists families to feel connected with their child's school experience and helps them develop trust and confidence in the school. Open communication and collaboration between the school, families and other professionals and services within the community can be mutually beneficial. These partnerships:

- build relationships between children, their families and the school so that each child's capacity to fully participate in the school's learning program is supported
- lead to shared understandings and collaborative problem-solving

Everyone is encouraged to utilise the appropriate communication process and understand their role in it. Staff at this school are responsible for managing the resolution of disputes and complaints lodged with us. Where we cannot resolve a complaint, the complainant, Principal or Regional Executive Director can forward written complaints to the Director General of the Department of Education. Complaints can be made verbally or in writing.

DEFINITION:

Complaint- The expression of dissatisfaction with any aspect of government education and training. It may be general in nature or relate to particular staff, a part of the organisation, a policy or a decision. Any person may lodge a complaint; however, staff employed by the Department of Education cannot use this process if they are acting in an official capacity. A complaint must contain sufficient detail to enable it to be addressed and recorded.

Locally Managed Complaint - A verbal or written complaint made in relation to a school or staff member, and managed by the school.

Centrally Managed Complaint - A complaint lodged in writing with the Director General of the Department of Education and Training, and managed at Central Office.

AIMS:

The NEMLDC aims to:

- ensure that complaints lodged at this school are resolved in a prompt and efficient manner according to the principles of procedural fairness.
- promote the highest standard of professionalism in dealing with our community.
- acknowledge written complaints within 2 school days and resolve local complaints within 14 days.

PROCEDURES:

As outlined in the Australian Standard AS 4269-1995 our complaints resolution guidelines demonstrate;

Commitment: We recognise your right to complain and to have your complaint dealt with seriously.

Fairness: We understand the need to be fair in our complaints resolution processes.

Resources: We have adequate resources for effective handling of complaints.

Visibility: Our complaints resolution processes are available from our office and on our website.

Access: We accept complaints lodged by phone or in writing.

Assistance: Upon request, we will provide a complainant with the support needed to formulate and lodge a complaint.

Responsiveness: Complaints will be dealt with quickly and efficiently.

Charges: There will be no charge to the complainant for the raising of a complaint with us.

Remedies: Where a complaint results in the identification of changes that should be made to our processes, those changes will be made.

Data Collection: Data about complaints lodged with our school is collected and recorded.

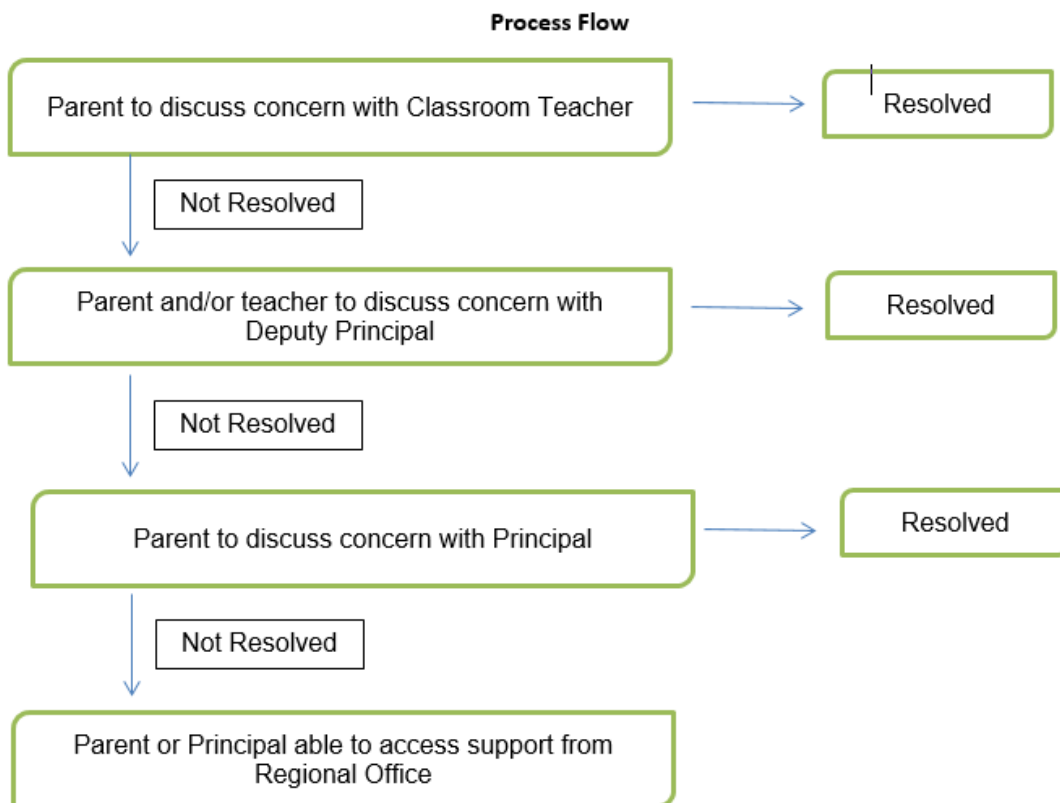
Systemic and Recurring Problems: Complaints are regularly analysed for the identification and addressing of systemic and recurring problems.

Accountability: We report our complaints resolution processes against our documented performance standards.

Reviews: We review our complaints resolution register and process annually

Process Flow

Time frame: The school will endeavour to meet (or arrange to meet) with the parent to discuss their concerns or provide a suitable response at each escalation level within 2 days of being informed. During this time, staff will seek information to support the conversation and arrange a time suitable to all parties.



Responsibilities: All members of the school community have varying responsibilities

Responsibilities of the Parent:

- Treat all staff with courtesy and respect in all communications
- Request an appointment time verbally or in writing, informing teacher of the nature of their complaint to be discussed at the meeting. Please be mindful that the teacher's priority in the classroom is to the students, and that longer discussions with parents require a meeting where there is appropriate time and focus.
- Meet with the teacher or Deputy or Principal to attempt to resolve the complaint
- If not resolved at classroom level or if complaint is not classroom based, contact Deputy Principal and /or Principal / Regional Office to escalate complaint
- (see flowchart)

Responsibilities of the Teacher:

- Abide by the [Department of Education Code of Conduct](#)
- Set up initial meeting with parent following notification of complaint, at a mutually convenient time
- Discuss with coach who should attend the meeting
- Collect relevant information to share with the parent
- Identify self or Deputy as the contact person with regard to the complaint
- Take notes using meeting form. (see Appendix A). Copy to be printed and signed by all present; issue one copy to parent and file one in the individual student's red file.
- Repeat the substance of the complaint to check for understanding
- Determine course of action and where appropriate, schedule a follow-up meeting within 48 hours.
- Action items as documented, with the support of the Deputy as required.

Responsibilities of the Deputy Principal:

- Abide by the [Department of Education Code of Conduct](#)
- Confirm with parent that admin has been informed of the complaint and offer opportunity for further discussion if required.
- When relevant, advise relevant staff member of complaint and points of action, providing support.
- Take notes using meeting form. (Appendix A). Copy to be printed and signed by all present; issue one copy to parent and file one in the individual student's red file.
- Record information on Complaint Recording Database
- Email bullet points of meeting to Principal and if required, determine next steps with Principal
- If further meeting required with Principal, update case conference notes, sign and distribute as before and update Complaint Recording Database.
- Post meeting: Clarify with Principal if any notifications are to be made outside of the school (i.e. Regional Office, Department of Child Services) and if any staff notes are required.
- Revisit meetings with teacher, verify timelines, actions required and who has responsibility for actions
- Where relevant, follow up with parents within 24 hours.

Responsibilities of the Principal:

- Abide by the [Department of Education Code of Conduct](#)
- As per Deputy Principal responsibilities plus...
- Communicate guideline with staff and share on the NEMLDC website
- Liaise with Parents, Deputy Principal and/ or Teacher to ensure Complaints Resolution process is followed, as required
- Follow up on any actions from meetings, as required

- When relevant, advise relevant staff member of complaint and points of action, providing support.
- Liaise with Regional Office and forward written complaints, if required
- Liaise with external agencies if needed
- Ensure Complaint Recording Database is updated and actions met to resolve complaints
- Review Complaint Recording Database annually and act upon trends.
- Direct parents to information for escalation of complaint, if required.

Responsibilities of the Office Staff:

- Provide parent with Complaints Resolution Guideline if requested; either hard copy or referral to website
- If responding to phone call or written complaint from parent, direct parent to classroom teacher or deputy principal and notify parent that their call will be responded to within 2 working days.
- Forward information of call or emails received to Teacher/ Deputy Principal or Principal
- The NEMLDC is guided by the Department of Education Complaints Management Toolkit. All policy and procedural statements contained within this document are lawful orders for the purposes of section 80(a) of the Public Sector Management Act 1994 (WA) and are therefore to be observed by all Department of Education employees.

Code of Conduct Policy : <http://det.wa.edu.au/policies/detcms/policy-planning-and-accountability/policies-framework/guidelines/code-of-conduct1.en?cat-id=3457094>

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APPENDIX A



North East Metropolitan
LANGUAGE DEVELOPMENT CENTRE
 Developing language. Building futures.

MEETING RECORD (104 filing)

Date:

Student:	CLASS:	
Teachers:	Parent:	
Concern / Complaint: <i>PARENT INITIATED MEETING:</i>		

DISCUSSION:

What follow-up is needed based on the information shared at this meeting?

Follow-Up Needs	Timeline (Dates)	Who is Responsible

SIGNED:

 Parent / Carers / Guardian

 Principal / Deputy Principal

 Teacher

Review Date (if required):