

COMPLAINTS HANDLING PROCEDURES

1. Rationale

Our school has both a desire and a responsibility to ensure that high standards of conduct are maintained by staff and students at all times. That stakeholders are aware of relevant procedures and processes which are visible and accessible, and where complaints are managed and resolved fairly and efficiently in accordance with relative legislation.

2. Aims

The decision to enrol a student is incumbent upon the Principal in accordance with the NSW Department of Education, Enrolment of Students in Government Schools: A Summary and Consolidation of Policy and the requirements of the Education Act 1990. This policy describes the requirements and procedures for all parents and carers wishing to enroll students at Parramatta North Public School from Kindergarten to Year 6.

3. Implementation

- Our school seeks to provide a positive, harmonious and productive environment.
- It is the principal's responsibility to provide a healthy and positive school environment that is free from discrimination and harassment. In doing so, Principal's must ensure that all staff are aware of their rights and responsibilities.
- The principal is required to use local complaints resolution procedures, where appropriate, for resolving complaints in relation to issues that fall within the school's area of responsibility.
- All cases of serious misconduct by staff – sexual offences, criminal charges, or other serious incidents – must instead be referred to the Department of Education's **Employee Performance And Conduct** entity.
- Community issues of a criminal nature must be referred to the police.
- It is incumbent upon the principal to act where unacceptable conduct is observed or brought to his or her attention.
- A complainant may at any stage choose to take their complaint directly to an external agency such as the Merit Protection Boards, Australian Education Union, Equal Opportunity Commission, the Human Rights and Equal Opportunity Commission or the Ombudsman.
- It is important that all complaints, ensuing procedures and outcomes are fully documented.
- The principal may choose to respond to a complaint through an informal process in cases where the complaint is minor, the complainant wishes the matter to be dealt with informally or the complaint has arisen from lack of or unclear communication.
- Formal processes will be used when informal processes haven't been successful, a complainant seeks a formal process, or the principal believes the complaint warrants formal investigation.
- Full details regarding formal complaint resolution procedures are contained within the Department of Education 'Local Complaints Resolution Procedures' handbook, and contain the following steps as outlined in Appendix A and B . These reflect the updated policy 2017
- Parties dissatisfied with the process can appeal to the previously mentioned external agencies.
- All matters must be treated with utmost confidentiality, and professional respect at all times.

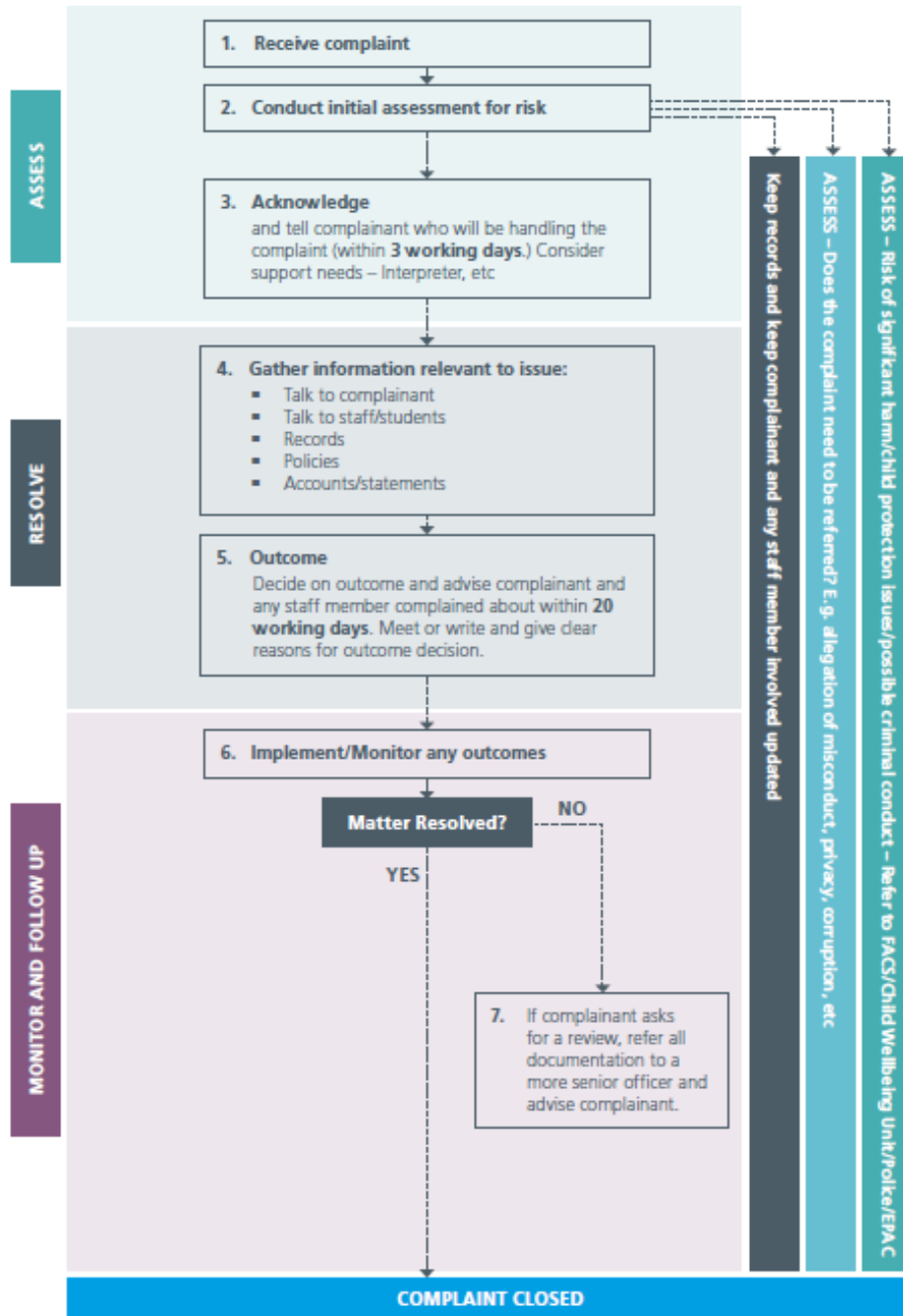
<https://policies.education.nsw.gov.au/policy-library/policies/complaints-handling-policy>

Policy Reviewed: May 2020

COMPLAINTS HANDLING POLICY

Appendix 1

8. Appendix One – Consumer complaint flowchart



COMPLAINTS HANDLING POLICY

Appendix 2

3. Managing the complaint

The five key stages of managing a complaint are:



Complaint managers can use the [Complaint Managers Toolkit: School community and consumer complaint checklist](#) as they work through each stage of the process.