



Burwood East Primary School No. 454 Parent's Complaints & Concerns Policy

1. Rationale

Burwood East Primary School's approach to handling concerns and complaints is based on the values:

- providing a safe and supportive learning environment
- building relationships between students, parents and staff
- providing a safe working environment for staff.

2. Guidelines

When addressing concerns and complaints Burwood East Primary School expects all parties will:

- maintain the confidentiality of all parties, in line with Departmental policy and legislative requirements
- acknowledge that their common goal is to achieve an outcome acceptable to all parties
- act in good faith and in a calm and courteous manner
- show respect and understanding of each other's point of view and value difference, rather than judge and blame
- recognise that all parties have rights and responsibilities which must be balanced.
- be advised by the Principal about their right to advocacy when communicating the issues involved in their complaint and in negotiating an outcome.
- Parents can refer to the parent complaints website:
www.education.vic.gov.au/about/contact/parentcomplaint.htm

In addition to the expectations of all parties above, Burwood East Primary School will address complaints:

- courteously
- efficiently
- fairly
- promptly, within timelines agreed with the person with the concern or complaint (where possible concerns or complaints should be addressed within 20 school days)
- in accordance with due process and where appropriate, the principles of natural justice and the Department's regulatory framework.

3. Implementation

These procedures cover concerns and complaints about:

- general issues of student behaviour that are contrary to the school's code of conduct
- incidents of bullying or harassment in the classroom or the school yard
- learning programs, assessment and reporting of student learning
- communication with parents
- school fees and payments
- general administrative issues
- any other school-related matters except as detailed below.

These matters do not cover matters for which there are existing rights of review or appeal, as detailed in the *Victorian Government Schools Reference Guide*.

Those matters include:

- student discipline matters involving expulsions
- complaints about employee conduct or performance and complaints that should be dealt with by performance management, grievance resolution or disciplinary action
- complaints by the Department's employees related to their employment
- student critical incident matters
- other criminal matters.

APPROVED: 2015