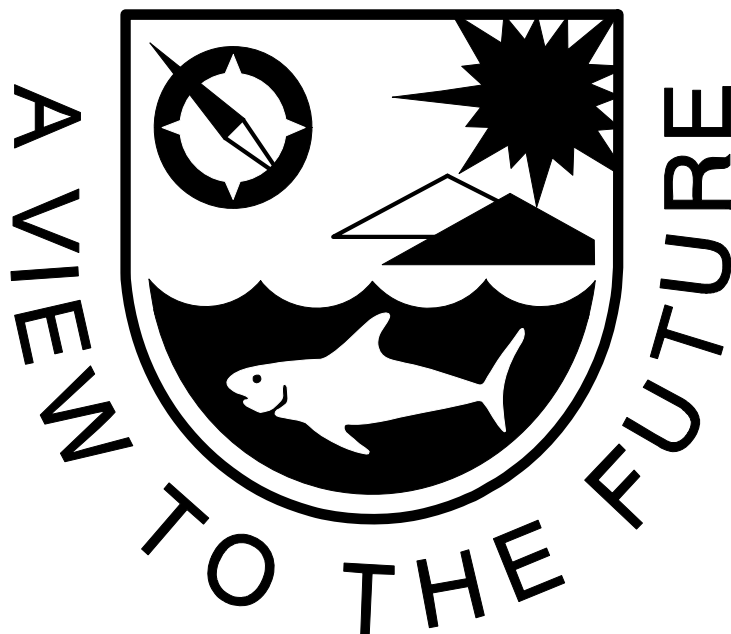


# DAMPIER PRIMARY SCHOOL



# Complaints Management Policy

**School Purpose Statement:**

*The purpose of Dampier Primary School is to develop the whole child, empowering lifelong learners who strive to realize their personal best while working cooperatively to demonstrate civic and environmental responsibility.*

**Updated Feb 2008**

**Review date: Feb 2010**

## **PURPOSE**

To ensure that complaints lodged at this school are resolved in a prompt and efficient manner.  
To promote the highest standard of professionalism in dealing with our community.

## **RATIONALE**

Staff at this school are responsible for managing the resolution of disputes and complaints lodged with us.

We will make every effort to promptly resolve disputes and complaints lodged with us according to the principles of procedural fairness.

Where we cannot resolve a complaint, the complainant, Principal or District Director can forward a written complaint to the Director General of the Department of Education and Training.

## **MAKING A COMPLAINT**

### **Complaints can be made:**

1. verbally;
2. by letter;
3. by email; or
4. by fax.

Help is available at the school to support complainants to formulate, write and lodge a complaint. Complaints can be lodged with the school using any of the contact methods listed before. Written complaints should be addressed:

**“PRIVATE AND CONFIDENTIAL”.**

**Mr Niel Smith  
Dampier Primary School  
PO Box 243  
DAMPIER WA 6713**

### **Minimum information when making a complaint:**

You should provide the following information when making a complaint:

- Your name and contact details;
- Copies of any relevant correspondence or documents relating directly to the complaint;
- The nature of the complaint; and
- What you consider is needed to resolve the complaint.

In the case of a verbal complaint, where you do not want to be identified or to lodge the complaint in writing, we will endeavour to work directly with you to resolve the matter.

### **RESPONSIVENESS:**

We will acknowledge written complaints within 5 school days. We seek to resolve local complaints within 14 days. If because of the serious nature of the complaint it is deemed necessary to forward it on to another section of the department, we will do this without delay.

In all cases you will be kept informed of the progress of your complaint.

### **ENQUIRING ON A COMPLAINTS PROGRESS:**

You may enquire as to the progress of your complaint at any time by directly contacting the appropriate person. At the time of lodging a verbal complaint, or in the acknowledgment letter for a written complaint, this person will be identified for you.

**OUTCOME OF A COMPLAINT:**

We will advise you verbally or in writing of the outcome of the complaint. The outcome of all written complaints will be provided to you in writing.

**WHEN A COMPLAINANT IS UNHAPPY WITH THE OUTCOME OF A COMPLAINT:**

If you are unsatisfied with our attempts to resolve your complaint, you may wish to express your concerns to the District Director. To do this contact:

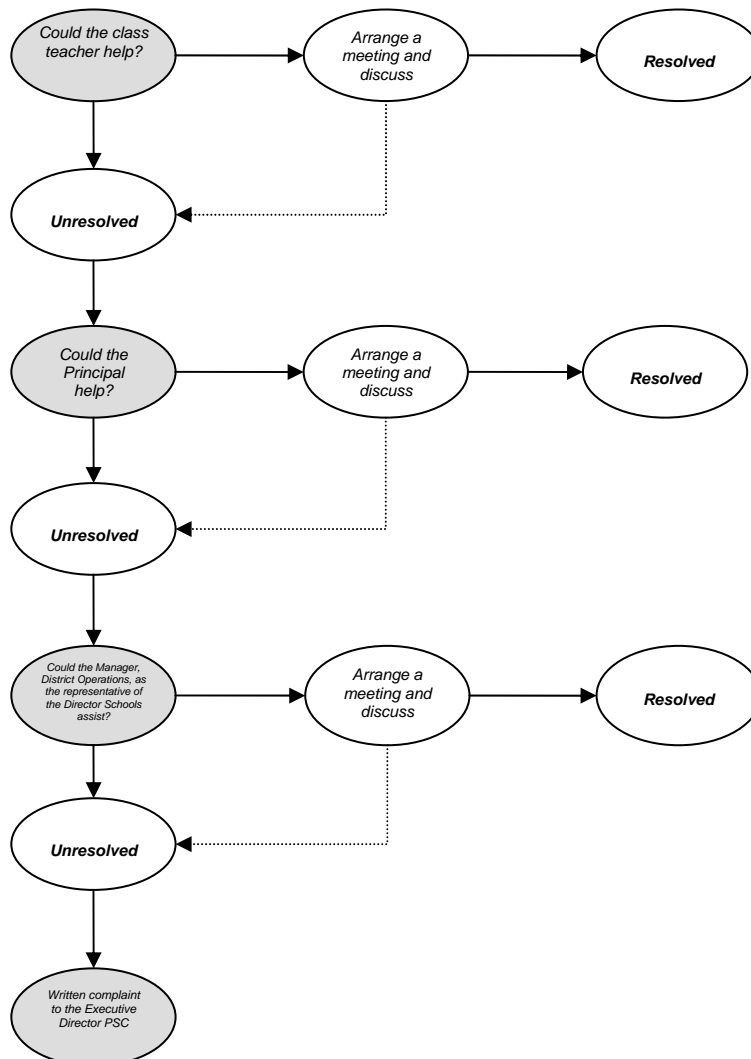
**Ms Vicki Jack; Director Schools**  
Pilbara District Education Office  
PO Box 384  
Cnr Searipple & Welcome Roads  
KARRATHA WA 6714  
Tel: 9185 0111

While this request can be made verbally, it is preferable that it is made in writing. Help in making this request will be provided by us, or the district office, upon your request.

**REJECTING A COMPLAINT:**

Complaints judged to be vexatious, trivial or without substance, or where it is judged to not warrant further action, will not be progressed. You will be advised of this decision in writing.

**COMPLAINTS FLOW CHART FOR PARENTS**



## **WHAT MIGHT YOU TALK TO YOUR SCHOOL ABOUT?**

### *Issues particular to your child:*

- attitude;
- academic progress;
- participation;
- behaviour;
- how he/she gets along with teachers and other students socially and emotionally;
- physical development and well-being;
- development of responsibility;
- non-attendance or truancy; and
- learning program issues.

### *School or class issues:*

- quality of teaching;
- homework;
- learning environment;
- general student behaviour;
- pastoral care for students;
- school policies and procedures; and
- conduct of staff.

### *Access to support services:*

- school and district level student services;
- visiting teachers for students with disabilities;
- visiting teachers for ESL students;
- specialist facilities – language development centres, intensive language centres, socio-psycho educational research units, education support schools, centres and units;
- programs for students experiencing difficulties with learning;
- programs for gifted and talented students; and
- instrumental music program.

## **INFORMATION THAT IS AVAILABLE FROM YOUR SCHOOL**

The school should provide you with the following information:

- Department of Education and Training policies and policy changes;
- what is expected in relation to homework;
- school implementation plan of the Behaviour Management in Schools policy;
- course details;
- information about participation in the School Council, Parents and Citizens' Association and other support groups;
- school contributions, charges and fees;
- excursions; and
- the school dress code.