

Whyalla Special Education Centre

Parent Concerns & Complaints Procedures

For the purpose of this procedure the following definitions apply;

- Parent includes a guardian and every person who has parental responsibility for the child, including any person with whom the child normally or regularly resides.
- A concern is an issue of interest which is raised informally in order to improve or change a situation.
- A complaint is an expression of grievance or resentment where the parent is seeking redress or justice.

These procedures do not apply to matters where there are legislated requirements or existing policies and procedures and processes of appeal, such as:

- Health support planning
- Mandatory reporting responsibilities
- Governing council members, decisions and functions.

These procedures are based on the Australian Standard – Customer Satisfaction – Guidelines for Complaint Handling in Organisation (ISO 10002:2006,MOD).

Confidentiality

The aim of the Parent Complaint policy is to ensure positive relationships between parents, school and children are maintained. Observing confidentiality throughout the process will help to ensure the protection of all rights of everyone.

How to raise a concern or complaint

A parent may raise concern or complaint verbally or in writing. Parents can call the Department Parent Complaint Unit hotline at any stage of the process on 1800 677 435, for information, advice and support.

Support

All parties involved in a complaint management process can bring a support person to any of the meetings held in relation to the complaint. The role of the support person is to provide advice and support during the process and not to answer questions or speak on behalf of any of the parties or intervene in discussions.

Procedure at WSEC:

Firstly, meet with your child's teacher.

1. Parents are in the first instance to raise any concerns they have or complaints in relations to their child's education with their child's teacher.
2. The teacher will listen, identify and discuss possible course of action to resolve the complaint and the timeframe that this will occur.
3. The staff member will follow up with the parent(s) after a reasonable period of time to ensure that the parent is satisfied with any changes.
4. The teacher will keep a record of the complaint, its progress and outcomes.
5. If the parent is not satisfied with the outcome at this stage they are to contact the school to make a meeting time with a member of the leadership team.

If you are not satisfied with the outcome, meet with a member of the leadership team.

1. The leader will acknowledge your complaint in writing as soon as is reasonably possible.
2. The leader will inform all parties of the complaint procedure; confidentiality, relevant policies and procedures and legislation.
3. The leader will investigate the complaint and determine the most appropriate action to be taken to resolve the complaint in a fair and prompt manner.
4. The leader will document the complaint, process and the outcome, and communicate the outcome to all parties involved, verbally and if appropriate, in writing.
5. The leader will inform the parent of their right to refer the matter to the regional office if they are dissatisfied with the outcome and then the Parent Complaint Unit if necessary.

Any concern or complaint received by a staff member in relation to another staff member or an issue outside of their responsibility or beyond their authority to resolve, will be referred to the site complaint management process.

If the complaint is in relation to the principal the parent is to contact the relevant regional director. The School office staff will provide the relevant regional directors contact details.

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