

## **PARENT CONCERNS/ COMPLAINTS**

Reviewed Nov/Dec 2013 (Tracy/Donal)

### **ACTION**

1. To provide clear guidelines on procedures for expressing concerns or making complaints connected with the school curriculum or management.
2. To satisfy parents that the teaching and management standards of the school will be maintained to the highest levels and ensure that appropriate processes are in place in the event that any concerns/complaints arise.

### **GUIDELINES**

1. In most cases, the first course of action for a parent/caregiver should be to discuss a matter of concern directly with the staff member involved. It is not uncommon for misunderstandings to arise between school and home that can be easily resolved by direct discussion. If this is not successful the parent/caregiver should speak with the appropriate Syndicate leader.
2. If the following occur, the parent/caregiver should inform the Deputy or Assistant Principal of their concerns:
  - A direct approach to the staff member is not effective
  - The parent/caregiver is dissatisfied with the explanation of the staff member
  - The parent/caregiver is dissatisfied with the action/behaviour of the staff member
  - The reaction is considered to be inappropriate, or the action continues
  - The parent feels unable to discuss the matter directly with the staff memberIn such events the Principal has a responsibility to investigate these concerns, and to discuss with staff involved any changes in approach that may be necessary. The Principal may consult with the Deputy or Assistant Principal, to ensure that curriculum and child management are of the highest quality throughout the school.
3. If the Principal feels that the matter is beyond his/her responsibility, then s/he should refer it to the Board of Trustees.
4. If the parent/caregiver is not satisfied with steps taken by the Principal, or if the complaint, other than concerning matters of curriculum, involves the Principal and the complainant has already been to see the Principal with no satisfactory conclusion to the complaint, then the parent/caregiver should write to the Chairperson of the Board of Trustees. The Chairperson will then communicate with the parent regarding the complaint. An appropriate investigation will take place. The Privacy Act will apply to the investigation.
5. The parent/caregiver will be informed in writing of the measures and processes undertaken regarding the issue.
6. BOT member public / private face.
8. Respect confidentiality of information.
9. Promote the school in a professional manner, working actively to uphold the image of the school in the wider community.

# PROCEDURES FOR DEALING WITH PARENT CONCERN

