

Complaints and Grievance Policy and Procedure



Purpose

At times parents may have concerns they wish to take up with the school. Welshpool and District Primary School welcomes this feedback and encourages parents to raise issues so they can be dealt with speedily and resolved to the satisfaction of all concerned.

Aim

To have procedures in place which can assist parents in handling concerns.

Implementation

Parents/care givers are asked to:

1. Raise the matter with the school via telephone, letter or email. There are 2 sides to any issue which need to be taken into account
2. Arrange to speak to the class teacher where appropriate. Inform them of the nature of the issue.
3. If the issue is not resolved, make an appointment to see the Principal. Inform the Principal of the nature of the issue.

After the meeting there may be a need to:

- Monitor the situation with follow up phone calls or meetings
- Be available for further discussions with appropriate people at school
- Consider involving the support of outside agencies such as Guidance Officers or Social Workers. This can be arranged through the school.

If the matter is still unresolved you may seek advice from the Gippsland Regional Office (phone 51270400). The role of the Region is to provide additional advice, support and feedback to the school in seeking a positive solution.

All issues and complaints must ultimately be resolved at the school level and the Principal is the key person in seeking a satisfactory outcome. We are committed to resolving all concerns sensitively, with a commitment to listening and responding positively.