



Spencer Park Primary School Complaints Management Policy (2022)

RATIONALE

At Spencer Park Primary School (SPPS) staff are committed to fostering and maintaining positive relationships with each other, with students, with families and the broader community. We acknowledge any concerns or complaints and encourage questions and feedback from our school and broader community.

OBJECTIVE

- 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.

POLICY

- Staff at SPPS are committed to the effective management and resolution of complaints and notifications with a focus on prioritising student wellbeing.
- Staff at SPPS will comply with the Department of Education Complaints and Notifications Policy when resolving complaints
- The [Complaint Handling Framework](#) outlines the process
- Complaints and notifications will be managed equitably with an emphasis on maintaining relationships and restorative approaches.
- Complaints and notifications will be managed in a fair, equitable, transparent, accessible, culturally responsive, restorative and effective way.
- Procedural fairness will be applied in managing complaints and notifications.
- Where we cannot resolve a complaint, the complainant, Principal or Regional Education Director can forward written complaints to the Director General of the Department of Education.

MAKING A COMPLAINT

- Communicate with your child's teacher as soon as you have concerns
- Communicate your concerns with the principal
- Communication can be made, In person; by letter; or by email
- Complaints can be lodged with the school using any of the contact methods listed above.
- Written complaints should be addressed

PRIVATE AND CONFIDENTIAL

The Principal
Spencer Park Primary School
26 Hardie Road
Spencer Park, WA 6330

- Complaints can be made to the [Albany Local Educational Office](#)
- Complaints can be made [online](#)
- People making a complaint may have a support person present.
- People making complaints may remain anonymous if they wish, however, this may impact the ability to appropriately resolve the complaint.

Support is available at school for complainants to formulate, write and lodge a complaint.

INFORMATION TO INCLUDE WHEN MAKING A COMPLAINT

- Your name and contact details
- Any relevant correspondence or documentation directly relating to the complaint
- The nature of your complaint
- What you consider would assist to resolve the complaint

COMPLAINTS RESOLUTION FLOWCHART

