

PARENT CONCERNS AND COMPLAINTS POLICY



HENDON PRIMARY SCHOOL

Good relationships between our school and the community give our children a great chance of success. It is only natural that from time to time, parents/care-givers will have concerns about what happens at school. These concerns may relate to either staff performance (classroom or yard) or school policy (e.g. Sports Day, Curriculum, etc). Should this happen, it is important to know the correct way to have your concerns acted upon. At Hendon Primary School we have a process which allows this to happen.

When raising a concern or complaint with staff, parents can expect to:

- be treated with respect, courtesy and consideration
- have the complaint dealt with in a confidential and timely manner
- have access to appropriate and easily understandable information regarding the complaint resolution process
- have the complaint considered impartially and in accordance with due process and principles of natural justice
- be kept informed of the progress and outcome of their complaint.

We request that when making a complaint parents will:

- treat other parties with respect, courtesy and maintain confidentiality
- raise the concern or complaint as soon as possible after the issue has arisen
- provide complete and factual information about the concern or complaint
- ask for assistance or further information as needed
- act in good faith to achieve an outcome acceptable to all parties
- have realistic and reasonable expectations about what course of action is required to resolve the concern or complaint.

Your concerns will be discussed fully with the relevant people. You will need to be specific about your concerns (i.e. describe an incident and/or quote the words used). We always appreciate a message letting us know that you are happy with the outcome. The school can only deal with issues that are raised in the ways outlined. If we do not receive information, then we assume that all is well.

Of course when you see something at school that you believe is good, please tell a staff member.

Steps for raising your complaint



A complaint or feedback can be lodged to CFU by using the [online submit a complaint form](#) or by phone (free call) 1800 677 435.