



## Concerns & Complaints Policy

### Aim:

The purpose of this policy is to ensure that the school responds to parent concerns and complaints in an effective and timely manner.

### Implementation:

Kew Primary School uses the DET policy, Parent complaints policy (interim): Resolving parent issues and concerns available at:

<http://www.education.vic.gov.au/school/principals/spag/community/Pages/parentcomplaints.aspx>

The Parent complaint process is **summarised on the following page in the flowchart** from the DET policy (p.8).

### Reference:

DET (2016) Parent complaints policy (interim): Resolving parent issues and concerns.

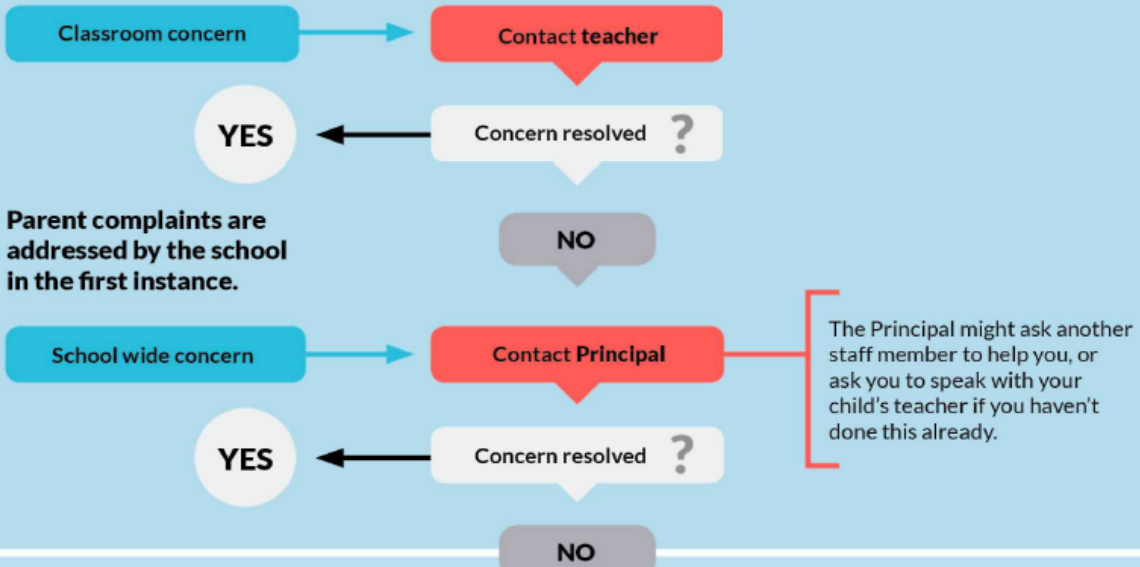
### Evaluation:

- This policy will be reviewed as part of the school's three-year review cycle.

This policy was ratified by School Council - August 2017

# PARENT COMPLAINT FLOWCHART

## School



## Region

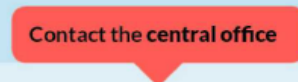


The region will assess the complaint, which can result in the following decisions:

- allow more time for resolution at the school
- provide assistance to reach a resolution through regional support
- undertake a regional review
- arrange for an independent investigation



## Central Office



The office will assess the complaint, which can result in the following decisions:

- allow more time for resolution at the region or school level
- refer the complaint to School Operations and Governance Unit for a process review



When a complainant is dissatisfied with the outcome or response to their complaint the matter can be referred to the Victorian Ombudsman