



## FOSTER PRIMARY SCHOOL

# Parent Complaint Policy Resolving Parent Issues & Concerns

### **Purpose:**

At times parents may have concerns they wish to take up with the school. Foster Primary School welcomes this feedback and encourages parents/carers 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:**

Foster Primary School procedures for resolving parental complaints are fully compliant with the current Parent complaint policy 2016 adopted by the Department of Education and Training. "It is the Department's belief that parent complaints are best handled at the school level in an environment where parents feel able to speak up about issues concerning the education of their children."

1. Raise the matter with the school via Compass, telephone, communication book, letter or email [foster.ps@edumail.vic.gov.au](mailto:foster.ps@edumail.vic.gov.au)
2. Arrange to speak with the Class Teacher, Junior or Senior Department Coordinator where appropriate. Inform them of the nature of the issue. The school will advise you on who it is best to speak to first. You can always follow up your concern with other people in the school later.
3. If the issue is not resolved, make an appointment to see the Principal. Inform the Principal of the nature of the issue.

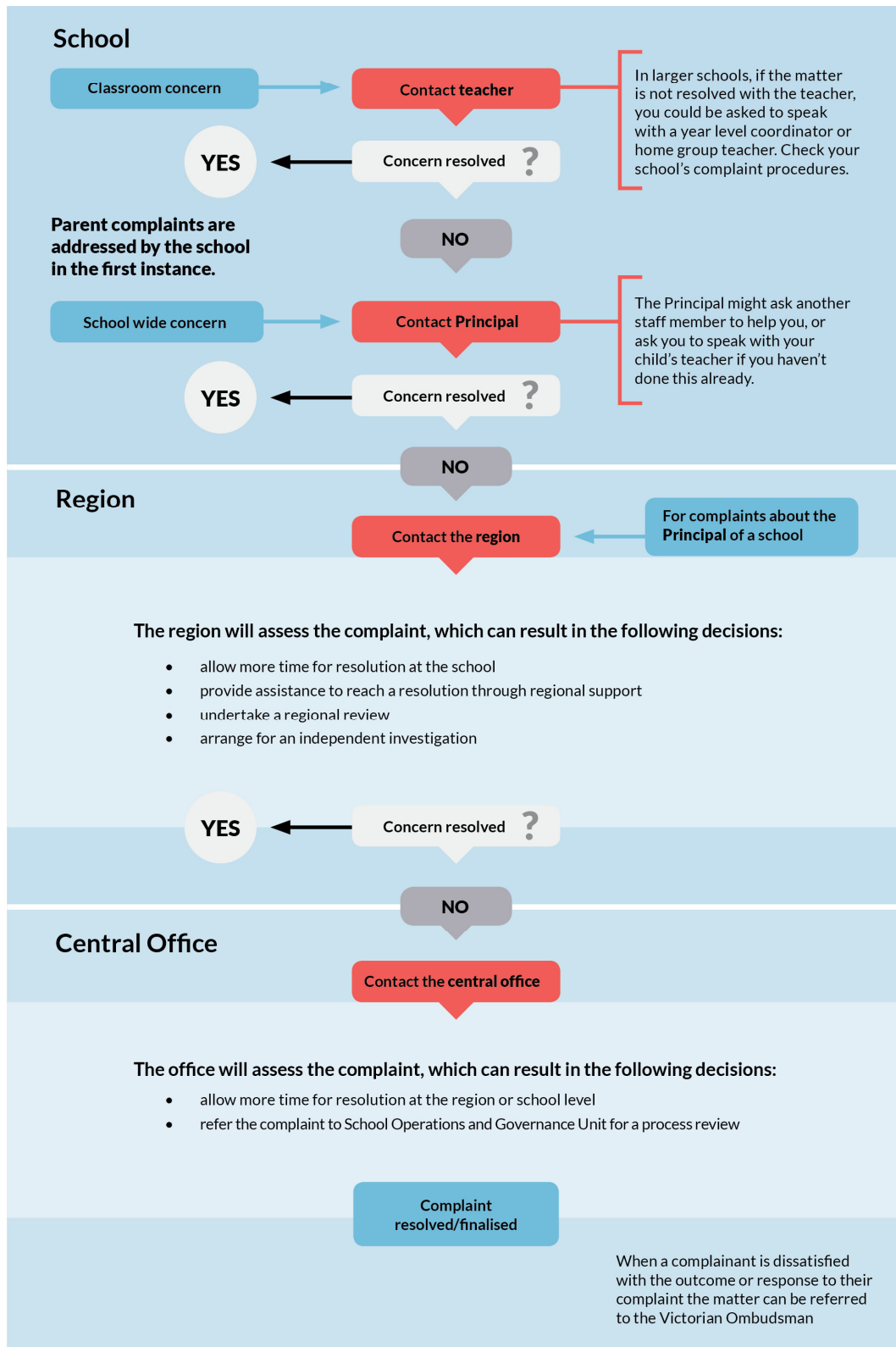
After the meeting there may need to:

- Be prepared 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 also be arranged through the school.

If the matter is still unresolved you may seek advice from the Gippsland Regional Office (Phone 5127 0400). The role of the Region is to provide additional advice, support and feedback to the school in seeking a positive outcome.

All issues and complaints will 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.

# PARENT COMPLAINT FLOWCHART



This Policy was last ratified by School Council in Sept 2017