

Complaints Policy 2017 - Attachment A

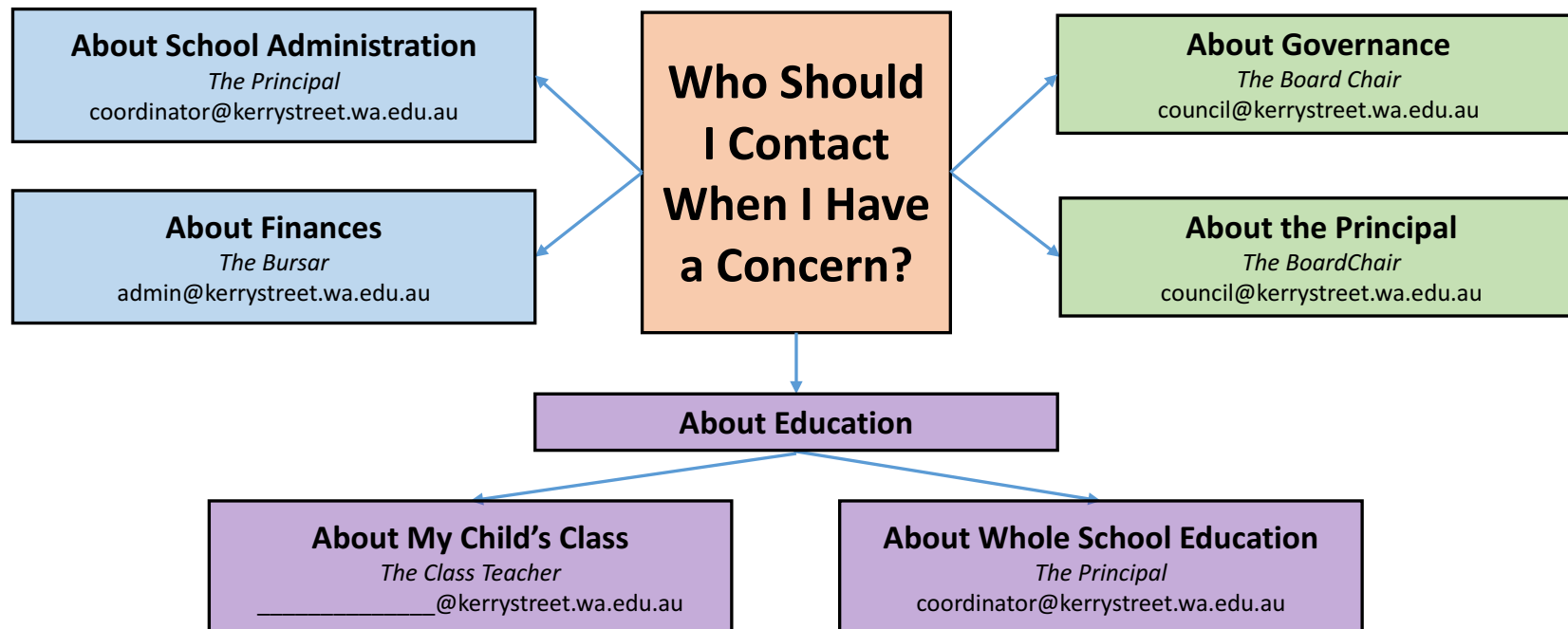
Complaints Flowchart



Guideline to Show Most Relevant Person to Manage a Concern

A '**Concern**' is an issue of interest (because of its importance and effect) which is raised informally in order to improve or change a situation. As we believe in the power of communication, we suggest that all concerns are first raised in person or via email with the individual recommended in the diagram below.

If you are unsure who to speak with you can contact the feedback Coordinator (feedback@kerrystreet.wa.edu.au) who will direct you, or your concern, to the person most able to assist you.



If you feel your concern has not been resolved and/or you wish to submit a complaint (a formal expression of grievance where the complainant is seeking redress through the Kerry Street Complaints Form), the Complaints Policy, Procedure and Form can be accessed on the Kerry Street Website.

All **Complaints** must be submitted to the Feedback Coordinator using the Kerry Street Complaints Form - feedback@kerrystreet.wa.edu.au

Confidential Complaints may be submitted on the correct form directly to the Principal or Chair.

Complaints Policy 2017 - Attachment B

Procedure

This procedure refers to 'complaints' but can be used at any time you wish to approach the school about something you would like to be different, a serious complaint, an opportunity you can see, an idea you have, problems your child has brought to you, an observation you have made, a project you would like to take on, a request you have or a question about anything.

When you have a complaint (or any of the above), first consider what your complaint is really about:

- A.** Try to clarify what the issues are for you and identify what needs of yours would be addressed in an outcome you considered satisfactory.
- B.** Try to identify any strong emotions you have. Are these emotions in proportion to the problem? How can you manage them so they do not interfere with resolving the complaint in a positive way?
- C.** Talking it over with someone you trust can help you identify issues and needs and help you manage your emotions and gain perspective.
- D.** Thinking of some possible solutions can be of benefit, especially if you remain flexible about them, to allow for other people's needs you may be unaware of.
- E.** Consider who is the best person at school to approach with your complaint. Below is a list of who we recommend in different circumstances but if you do not feel comfortable approaching this person, you may seek advice from a council member or approach any staff member or councilor you feel would be in a good position to help you resolve your complaint.
 - 1. Your child's teacher: matters related to the class program or environment or your child's progress or well-being.
 - 2. Principal: matters related to the educational program of the school, your child's well-being, student behaviour as a group or individually, bullying, volunteers, conduct of the school council or unresolved complaints with another member of staff.
 - 3. Principal: matters related to administration, maintenance, buildings and grounds. The Coordinator may also be of assistance in discussing matters which are the responsibility of council, for example, school policies.
 - 4. Council: Projects involving a significant budget and governance issues including policies.
 - 5. Council Chair: For a serious complaint involving the Principal, you are advised to approach the Chair of the council.

When you have clarified your complaint and are ready to approach someone at school:

- A. You may approach this person with your complaint verbally or in writing. Both ways are valid and useful in different circumstances. If you prefer to present your complaint verbally, it may be of benefit to have some notes with you so you do not forget important points you wish to make. You may bring a person with you for support.
- B. Be positive and straight forward. Approach the person as a partner in problem solving. Present the complaint as a problem you would like to resolve, rather than trying to work out who or what is right or wrong.
- C. The person you approach will let you know what they think will happen next and a time frame for this. All efforts will be made to resolve problems as quickly as possible without rushing to less than satisfactory solutions. You will be kept up to date on progress.

Confidentiality

- A. A confidential record will be kept of your complaint, to ensure it is resolved satisfactorily and followed up, to review the effectiveness of the resolution and this process. Complaints also provide the school with valuable information for improvement, some of which may only be seen clearly in the fullness of time.
- B. The Principal monitors all complaints at the school.
- C. If your complaint is about a person, this person will be informed of the substance of your complaint.
- D. Confidentiality will be respected and maintained so far as is possible.

Resolution

- A. If you are satisfied with the resolution of your complaint, you can congratulate yourself on approaching the problem well and working as part of a team to come to a solution.
- B. If you are unsatisfied with the outcome of your complaint:
 - 1. Please approach someone else who has the authority to help you, usually the Principal. If the complaint relates to the Principal, talk to the Council Chair. Alternatively, approach the same person in a different way or at another time. The flow chart may help you which is available from the Administrator, the Principal, or the website.
 - 2. If you are still unsatisfied after first taking to the Principal, second, talking to the Council Chair, if mutually agreed upon, you have the option to involve an Independent Arbiter [at your own expense]. If the issue affects the whole school community, you have the right to call a special whole school meeting under conditions detailed in the constitution. This process may involve an Independent Arbiter if required and mutually agreed upon.

Complaint Form

This form is to be used in conjunction with the school's Complaints Policy and Complaints Procedures. The form may be used by any member of the school community (staff, parent or volunteer) to formally raise a complaint for resolution

Date:

Complaint Level: 1 | 2 | 3 (see page three)

Your Name:

Contact Number:

Email:

Your Concern

Please outline the nature of your complaint, including the surrounding circumstances and your main concern.

What happened? What is your complaint/concern primarily about?

Who has been affected? How?

What would you like to see happen as a result of your complaint?
How can we improve or make things better?

Actions You Have Taken

Please outline any steps you have already taken to attempt to resolve the problem or issue.

Who have you spoken to? What was the response?

If you have not yet approached anyone with your concern, why not?

What time, skills or resources can you personally offer to help resolve this issue?

Signed:

Date:

COMPLAINT – Receiver to complete

Your name:

Date:

Your role or position:

What do you understand to be the core issues or needs identified in the complaint?

What problems or circumstances did you experience that may have contributed to the situation?

What do you think needs to happen to bring about a solution to the complaint?

What time, skills or resources can you personally offer to help resolve this issue?

Is there anything else that you think needs to be communicated to the complainant to help them to understand what happened better?

COMPLAINT – Both parties to complete

Did you manage to reach agreement about a solution to this issue or concern? Yes No

If no, please provide all documentation to the School Coordinator for assessment of the problem, issue or concern.

If yes, Agreed Outcomes

Please provide a brief summary of what agreements were reached. (Attach additional pages if required).

Agreed Action Plan

Who	What	By When

Signed: _____ Signed: _____ Signed: _____
 Role: _____ Role: _____ Role: _____
 Date: _____ Date: _____ Date: _____

Who should I contact?

<p>Category 1:</p> <ul style="list-style-type: none"> • may relate to a single issue; • involves minimal risk to the complainant, school, staff member, or student; • will not require a detailed investigation; and • will be suitable for local resolution. <p>Contact the person immediately responsible for that area of school functioning (e.g., parent, teacher, etc).</p>	<p>Category 2:</p> <ul style="list-style-type: none"> • may relate to one or more issues; • involves a low degree of risk to the complainant, school, staff member, or student; • may require a more detailed investigation; • likely to involve consultation with staff and/or volunteers. <p>Contact School Coordinator</p>	<p>Level 3:</p> <ul style="list-style-type: none"> • may involve a serious or significant risk to the complainant, school, staff member or student; • will involve a formal investigation; and <p>School Coordinator or the President of School Council (or Nominated Representative).</p>
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Complaints Policy 2017 - Attachment D

How to Approach Problems at School

1. You are welcome to talk about problems you have or see at school. They could be about school work, other students, teachers, bullying, the playground or any other problem, big or small.
2. Think about your problem.
 - a. See how clear you can get your problem in your mind. An adult or a friend may be able to help you understand what you really need or want. Write things down if it helps. Do you have any suggestions for solutions?
 - b. Who do you trust to help you? You can go to any adult at school, a parent, talk it over with a friend, or bring it up at the kids' meeting. Think about whether they have the power to help you.
3. Talk to the person you have decided on or write it on the agenda for the kids' meeting.
4. Try to work positively with others to find a solution that suits everyone.
5. If it doesn't work the first time, try again.
6. What you say to an adult will not be told to other people if you don't want anyone else to know, except if someone else needs to help for the problem to be solved, or if you are talking about what someone else has said or done. We may need to get their side of the story or they may not know about the problem and may be able to willingly and easily solve it.
7. It takes courage to talk about things that may be embarrassing or hurtful, to yourself or other people. Or maybe you think nothing can be done about it. But talking about it can help and the adults at school will try their best to help you.

Complaints Policy 2017 - Attachment E

Receiving Complaints

- 1.** Remember to actively listen first. This means let the person talk, feed back to them what you think they are saying, and ask questions to clarify the issues and help them explore their needs. Don't judge, solve or diminish the person or their problem. Don't justify. Don't take it personally. This allows the other person to get their whole story out, including their stated reasons and sometimes uncovering subconscious needs that may block resolution if not addressed. It demonstrates your willingness to listen to their complaint seriously, openly and positively. It allows them to present their complaint in a non-adversarial way. It sets up a good basis for problem solving as partners.
- 2.** See the complainant as a person who would like something to be different and is asking for your help. Be creative.
- 3.** See the complaint as an opportunity to learn, even if you don't agree with the person. At a minimum you will get to practise this process.
- 4.** Now is your time to talk. Give the person information, tell your side of the story, if relevant, and describe factors affecting the issue they may not have considered.
- 5.** You may be able to reach a resolution immediately by developing different options and choosing one or several of them. If so, congratulations.
- 6.** It may not be appropriate to resolve the complaint at this stage. You may need to discuss what actions need to be taken. Do you need to consult with anyone, listen to the other side of the story, find information, refer the complaint to another person or the council, or access professional advice outside the school?
- 7.** Be clear about what will happen next, when it will happen and who will be responsible for following through with the actions decided on.
- 8.** Begin or complete an incident report and forward it to the education coordinator.
- 9.** Follow through with the actions decided on, updating the report and informing or consulting with relevant parties as you go. Discuss new avenues of approach if appropriate.
- 10.** If you come to a resolution, congratulations. If you are unable to come to a resolution, encourage the person to take their complaint to another person you think may be able to help them.
- 11.** If you need support, please talk with someone who can help you. This may be the education coordinator, the president of council or someone outside the school community. It may also be another member of staff or a friend within the community. In this case, be careful about confidentiality,
- 12.** At all times, be aware of confidentiality. Discuss this directly with the complainant and be clear about your respective expectations.
- 13.** When finding solutions, be aware of what is a reasonable expectation and keep your perspective. You may need to balance the needs of the person you are speaking with, with

the needs of others, including yourself. It can help to be creative about solutions so allowing one person to have their needs met does not necessarily preclude another person having their (unique and different) needs met. But sometimes one person's needs will have a direct impact on another person and not everyone can have what they want or need. This is when you must use your best judgment. If the process has been fair, positive and open, hopefully all parties will be willing to compromise at this stage. If not, it is your responsibility to be fair but firm in stating what you believe a reasonable outcome would be.



Complaints Policy 2016 -
Attachment F
Complaints Register

Complaints Register

Complaint No.	Date	Time	Mode of Complaint	Nature of complaint	Name of Person Making Complaint	Name of person Receiving Complaint	Action Taken