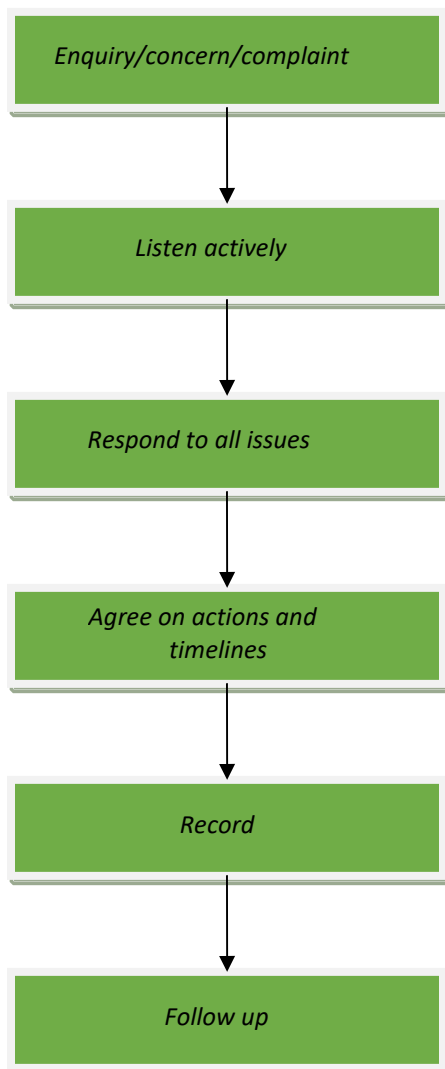


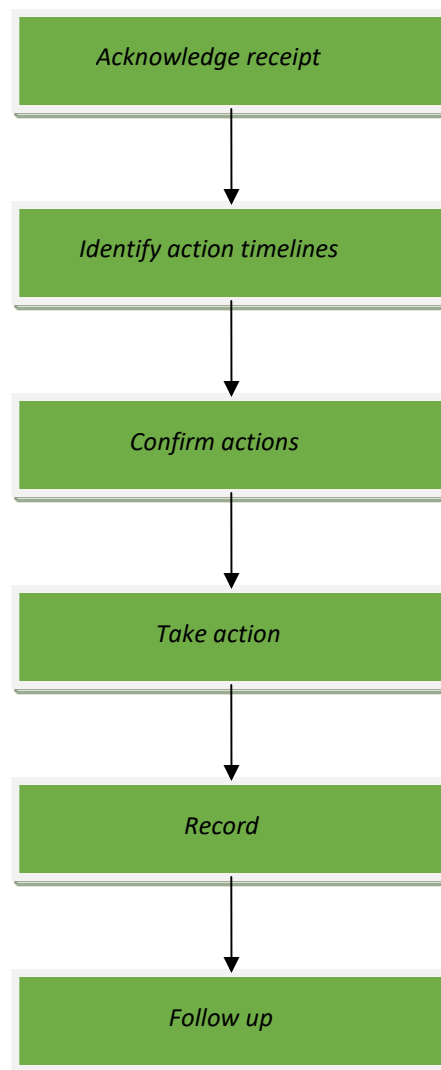
## CLIFTON HILLS COMPLAINT POLICY - ABRIDGED VERSION



### Flow Chart for Verbal Complaint



### Flow Chart for Written Complaint



### USEFUL INFORMATION FOR PARENTS

#### TALKING TO YOUR SCHOOL INTRODUCTION

The relationship between the home and the school plays a very important part in a child's education.

We cannot overestimate the critical role parents play in successful learning: parents contribute much to their child's development and are among the most important influences on the way in which the child approaches learning.

Teachers are responsible for the more formal aspects of children's learning, and successful teaching builds on the home experiences of the child. This is most effective where there is an active partnership with parents.

Two-way communication is a critical factor in the partnership between parents and the school. Where a partnership exists, it is easier for parents to feel confident about the teaching and learning taking place in the classroom and to solve problems.

## **WHAT MIGHT YOU TALK TO YOUR SCHOOL ABOUT?**

### *Issues particular to your child:*

- ◆ attitude;
- ◆ academic progress;
- ◆ participation;
- ◆ behaviour;
- ◆ how he/she gets along with teachers and other students socially and emotionally;
- ◆ physical development and well-being; development of responsibility;
- ◆ non-attendance or truancy; and
- ◆ learning program issues.

### *School or class issues:*

- ◆ quality of teaching;
- ◆ homework;
- ◆ learning environment;
- ◆ general student behaviour;
- ◆ pastoral care for students;
- ◆ school policies and procedures; and
- ◆ conduct of staff.

### *Access to support services:*

- ◆ school and district level student services;
- ◆ visiting teachers for students with disabilities;
- ◆ visiting teachers for ESL students;
- ◆ specialist facilities – language development centres, intensive language centres, socio-psycho educational research units, education support schools, centres and units;
- ◆ programs for students experiencing difficulties with learning;
- ◆ programs for gifted and talented students; and
- ◆ instrumental music program.

## **HOW YOUR SCHOOL COMMUNICATES WITH YOU**

Clifton Hills Primary School may communicate to you through the following:

- ◆ reports on student progress;
- ◆ regular information about the school through newsletters,
- ◆ Flexibuzz app,
- ◆ parent-teacher interviews,
- ◆ Class Dojos,
- ◆ Website,
- ◆ Notes,
- ◆ Surveys,
- ◆ displays of children's work,
- ◆ assemblies;
- ◆ special events and celebration,
- ◆ specialised learning programs,
- ◆ parent information booklets,
- ◆ parent information sessions; and
- ◆ open night.

You are welcome to talk to your child's teacher whenever you need to. However, you should make an appointment to talk with the teacher, to avoid disrupting the learning program.

## **INFORMATION THAT IS AVAILABLE FROM YOUR SCHOOL**

Clifton Hills Primary School should provide you with the following information:

- ◆ Department of Education policies and policy changes;
- ◆ what is expected in relation to homework;
- ◆ school implementation plan of the Behaviour Management in Schools policy;
- ◆ course details;
- ◆ information about participation in the School Council, Parents and Citizens' Association, and other support groups;
- ◆ school contributions, charges and fees;
- ◆ excursions; and
- ◆ the school dress code.

## **WHAT CAN YOU DO IF YOU HAVE A PROBLEM?**

- ◆ Seeking information as early as possible can solve many problems. If you have any questions or concerns about your child's progress, the homework set or the assessment procedures, contact the class teacher. The best way to do this is to contact the school office to arrange a mutually convenient time for a telephone conversation or meeting.
- ◆ Interpreters, are available to assist parents in communicating with their school. Please contact your local school if you would like the assistance of an interpreter. You can have a friend or adviser present during any discussion.
- ◆ Parents have the opportunity for greater involvement in the school through the Parents and Citizens' Association (P&C), and the Board. These provide the opportunity for parents to express opinions on policy issues in the school.

## **WHEN YOU HAVE A PROBLEM**

- ◆ Try to identify the problem clearly before going to the school. If there is more than one problem, list them to ensure that the extent of the problem is clear to the school.
- ◆ Decide whether the problem is a concern, an enquiry or a complaint. This will help in finding a solution.
  - ◆ Make an appointment to talk with the teacher. This can be arranged through the school office. If your concern is about the conduct of a staff member, you may prefer to discuss the matter with a school administrator.
  - ◆ Try to stay calm. Even if you don't feel it, being calm will help to get your concerns across more clearly than if you are upset or angry. It may help to take someone with you.

## **PROCEDURES FOR MAKING COMPLAINTS**

- ◆ At all stages, staff will work with you to work out an agreed plan of action and timeline.

## **IF YOU NEED ASSISTANCE IN RESOLVING A CONCERN OR COMPLAINT**

Staff will help you:

- ◆ obtain information about school policies and procedures
- ◆ make enquiries about student programs, performance and behaviour
- ◆ clarify a problem and register a concern with the school
- ◆ direct letters of enquiry or complaint.

## **STEPS FOR PARENTS**

### **SCHOOL LEVEL RESOLUTION**

- ◆ Stage 1: Discussion with staff member
- ◆ Contact the class teacher or other relevant staff member to discuss your complaint. This is best done

by making an appointment through the school office. The staff will work with you to resolve the problem.

*If not resolved then proceed to Stage 2*

**Stage 2:** Review or investigation at the school level

- ◆ Contact the principal who will work with you and the staff member to resolve the problem. You may wish to formalise your complaint. To do this, you may write to the principal who will acknowledge the complaint with a written reply as soon as possible, even if a resolution is not available at this stage.
- ◆ The principal will consider the issue and identify what action is to be taken and by when, and will clarify the process if a formal complaint is to proceed. The principal may seek the support of the Manager District Operations or other relevant district staff.

This action and timeline will be confirmed with you in writing.

You should be aware that when a complaint is made in writing about the conduct of an individual staff member, that staff member will receive documentation of the substance of the complaint and, in most cases, the name of the complainant.

*If not resolved then proceed to Stage 3*

## **REGIONAL LEVEL RESOLUTION**

**Stage 3:** District resolution

If resolution is not reached at the school level, contact the Manager, Operations at your district education office for assistance in resolving the issue. This will involve an independent review of the situation and may include mediation.

The Managers, Operations can be contacted through your District Education Office. Addresses and telephone numbers for the District Offices are listed below:

SouthMetro Regional Education Office

PO Box 63

184 Hampton Road

SOUTH FREMANTLE WA 6162

Tel: 9336 9563

*If not resolved then proceed to Stage 4*

## **CENTRAL RESOLUTION**

**Stage 4:** Formal complaints

In those exceptional circumstances where a formal disciplinary process may be required, the complaint should be forwarded to:

PRIVATE AND CONFIDENTIAL

Executive Director

Professional Standards and Conduct

Department of Education

151 Royal Street

EAST PERTH WA 6004

*Wherever possible matters will be dealt with at the local level.*