



POLICY AND GUIDELINES

PARENT COMPLAINTS AND GRIEVANCE

Introduction

At Huntingtower, we believe that the relationship between the home and the School is a very important part of ensuring that children/young people are happy, secure and open to learning. We recognise that parents and staff need to work closely together to provide the best educational opportunities and care for their children or young person. We encourage you to discuss your child/young person's progress with staff and to let us know if you have any concerns so that we might work together to resolve these as promptly and effectively as we can.

Implementation

Huntingtower should always be your first point of contact. We need to know if you have any concerns about your child/young person's education. Teaching and learning works best when parents and teachers communicate with each other and work together to solve any problems.

What to do if you have a grievance:

- Try to identify the problem clearly before contacting the School. If there is more than one problem, list them to ensure that the extent of the problem is clear
- Decide whether the problem is a concern, enquiry or complaint. This will help in finding a solution
- Have some ideas about how the problem could be resolved realistically
- Make an appointment to meet with your child/young person's class teacher or staff member
- The best way to do this is to contact the school office to arrange a mutually convenient time for a telephone call or meeting
- If you do not feel after your meeting that the matter has been resolved or if you have a complaint about a staff member, make arrangements to meet with the Vice Principal
- Try to stay calm when discussing your concern. Even if you don't feel it, being calm will help you get your concerns across more clearly than if you are upset or angry. It may help to take someone with you
- Remember, the staff are committed to resolving any issues that parents might have regarding their children/young person and will discuss with you actions that might be taken in regard to your concern
- If you still do not feel that the matter has been resolved or if your complaint is about a very serious matter, send your complaint in writing to the Principal
- If matters still remain unresolved you have the right to seek arbitration through the courts, ombudsman, legal representation and other government commissions. Independent Schools Victoria may be used for this purpose.

When you make a complaint:

- If a complaint is made against a person, that person will be informed of the nature and content of the complaint and will have the right to respond.
- Discussions of complaints are confidential.
- Complaints may be made verbally or in writing.
- All complaints, the actions taken to resolve them and outcomes of those actions will be fully documented.
- The person who has made the complaint may withdraw it at any time. If the complaint is in writing, the withdrawal should also be in writing.
- No one will be victimised as a result of taking out a formal grievance.
- At the formal stage, the person who has made the complaint has the right to be represented and supported by his/her choice of a support person. At the same time, the person against whom the complaint has been made has the right to be represented and supported by his/her choice of a support person.

Note: This policy does not address complaints relating to staff grievances or employment matters.

Communication

This policy will be available to staff on the School Intranet and to parents and students via the parent portal.

Evaluation

This policy will be reviewed as part of the school's review cycle or as required.

Authorisation

This policy was authorised 10 September 2014

Reviewed

May 2016

10 September 2015