



Policy Version No:	1		
Implemented:	12/9/2023	Next Review Date:	12/9/2025
Ratified by Governing Council:	12/9/2023	Chairperson Principal	John Gledhill Tammy Riley

PARENT/CARER COMPLAINT PROCESS

Resolving issues and concerns

Purpose:

The Department for Education's **Complaint management policy** is designed to ensure an open, accessible, and transparent complaint management system ensuring that feedback, suggestions, and complaints are managed effectively, fairly, confidentially, and objectively.

Intention:

The staff and community of Plympton Primary School are committed to providing the best possible learning outcomes for all children. We have an expectation that staff, parents/carers and students will act in a respectful, cooperative, and non-threatening manner and work amicably to resolve any issues. We have a joint responsibility to ensure that staff, children, and the community are always safe. At no time should any parent/carer approach another child in the school grounds to resolve issues. It is the responsibility of staff to follow up any issues with students.

Process:

The department has a 3-level complaint management process:

- In the first instance, please contact your child's teacher to arrange a mutually agreeable time to discuss the concern outside of teaching time and away from students.
- If following this discussion, the issue remains unresolved, contact the front office to make a time to meet with a member of the leadership team.
- If you are still not satisfied, you may direct your concerns to the department's Customer Feedback Unit [online](#) or 1800 677 435.

