



#### **RATIONALE**

Swallowcliffe School is committed to providing a safe and secure learning environment for all students. For this to occur it is imperative that positive relationships between all members of the school community exists. Clear lines of communication for dealing with issues of concerns contribute to positive relationships. It is important that families, students, staff and the wider community work together through these issues of concern using positive and constructive processes.

#### **VALUES**

Our school values of Respect, Honesty and Achievement are at the core of this policy. Safety and wellbeing of all students is our first priority.

- Everyone has the right to feel safe and respected.
- Parent/caregivers have the right to raise concerns and can expect these will be considered in a confidential, timely and impartial manner.
- We endeavour to resolve all issues at the school level in the first instance.
- Meetings to discuss issues/concerns will be suspended if any person behaves in an offensive or threatening manner.
- Staff and parent/caregivers concerned have a responsibility to enact any changes or agreements in positive ways.
- Confidentiality will be maintained at all times. Information remains only with those directly involved with the issue.

#### **PROCEDURES**

See attached flow chart

#### **PROMOTION**

The policy will be promoted by:

- Families being informed via the newsletter and other correspondence.
- New families to the centre being informed via the Enrolment Information package.
- Staff being informed and provided with training opportunities.
- Students being informed via teachers

This policy will be reviewed every two years with Staff and Governing Council input.

Written: Term 1 2015

Endorsed by the Governing Council: Term 2 2015

Reviewed: 2017



- Respect
- Achievement
- Honesty

# PARENT/ CAREGIVER COMPLAINT PROCEDURE/ SCHOOL POLICY



Contact teacher



Concern resolved ?



No



Principal or Director



Concern resolved ?



No



Contact your regional office



Concern resolved ?



No



Contact Parent Complaint Unit

STAGE 1

STAGE 2

STAGE 3

Your child's class teacher is the most informed & knowledgeable person in working with your child here at school.

If you have a concern or query, please make an appointment time to meet with the teacher, or leave a phone message for the teacher to get back to you. This can be done through the Front Office

PH: 8255 2908

If the teacher is unable to assist you with your question or query then;

Please make an appointment time to meet with a member of the leadership team, or leave a phone message for a leadership member to return your call. Requests for particular leadership staff to return your call will be met when possible, however our staff are all trained to assist you with your concerns.

This can be done through the Front Office.

8255 2908

If the school does not feel that they can assist with your request they may refer you to the;

Parent Complaint Unit

1800 677 435

At Swallowcliffe it is the aim of all staff members to make our school, a safe place to visit, work in, and to learn in. We believe that when all members of the school community use our school values – **Respect, Achievement, and Honesty**, together we can create a safe environment.

The school community is made up of;

- Parents/ Caregivers
- Staff
- Children

In managing Parent/ Caregiver complaints at the school we expect that no adult will approach any member of the school community in a threatening or verbally abusive way.

**IF ANY ADULT IS THREATENING OR VERBALLY ABUSIVE TO ANY;**

Parent/ Caregiver, Staff member, or Child on site, **the school will make a report to the Regional Office & or the Police.** Matters of this nature are considered serious and put the safety of all members of the school at risk.

Following the school's report, DECD Legal & Risk will advise the school, in writing a letter of '**Limited Access To The School**', to be addressed to the adult/s that have been threatening or verbally abusive. The limited access will be in place, until a meeting with the Principal &/or the Regional Director has occurred, to resolve the situation.

At Swallowcliffe Primary we value open and honest communication. We believe that positive partnerships with our Parents & Caregivers is essential in providing a safe, positive, friendly learning environment that is focused on improving learning outcomes for our students.

**WE SINCERELY APPRECIATE YOUR POSITIVE SUPPORT IN ASSISTING US IN RESPONDING TO YOUR QUESTIONS AND CONCERNS.**

Following appropriate procedures for working through your issues and concerns allows us to provide the best service possible to you and your child

If the adult/s that have been threatening or verbally abusive to a member of the school's community refuses to be present at a meeting or is unwilling to work in a respectful manner with the school, then the school may seek advice through DECD, Legal & Risk to seek a **3mth Prohibition Order**, where by the adult/s will be unable to enter any area of the school. In this event arrangements would be made for the dropping off and picking up of children in the adults care.