



TATHRA PUBLIC SCHOOL

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Centenary
1912 - 2012

Making a complaint



What is a complaint?

A complaint can simply be an expression of dissatisfaction or a problem that you want fixed.

Sometimes things do not go the way you expect. Sometimes the decisions made or the actions we take need to be explained more clearly. At other times we need to review our procedures.

The brochure will tell you:

- **what you can complain about.**
- **how can you make a complaint.**
- **what action you can expect to be taken.**
- **who you can complain to.**

Our policy aims to

- encourage the resolution of problems by **informal** means wherever possible.
- ensure that concerns are dealt with quickly, fully and fairly.
- maintain good working relationships between all people involved with the school.
- provide effective responses and appropriate redress.
- be confidential.

A complaint can be about

Anything to do with the business of the Department of Education and Communities.

- our policies.
- our work methods.
- a decision that we made.
- the conduct of our staff.
- student welfare

If we cannot deal with your complaint because we do not have the authority to do so, we will advise you where to submit your concerns.

Respectful and appropriate communication is a high priority at Tathra Public School



The Process

How to make a complaint

- It is best to discuss your concerns with the staff member involved first.
- Contact the school office and request an appointment with that staff member.
- You will be referred to the Principal who will ask you the nature of your complaint.
- The Principal will assess the complaint and proceed accordingly.
- The Principal will inform the staff member of the nature of the complaint.
- You will be contacted to arrange a convenient appointment time.
- If you feel it is not appropriate to talk to the staff member involved, you may make an appointment to see the Principal.
- You may bring a friend or relative as a support person if you wish.
- The staff member may ask the Principal or an Assistant Principal to also be present at the meeting.
- If a complaint cannot be resolved in an informal way, you will be asked to make a formal complaint on the appropriate form in writing.
- The Principal will then arrange a formal meeting or refer your complaint to the School Education Director (SED)

You need to understand

- **Complaints can only be made** by following the **stated procedure**.
- Complaints **will not be accepted** at assemblies, parent teacher or P&C meetings, outside/inside classrooms or via email.
- Issues previously dealt with will not be re-visited.
- Meetings will be **discontinued** if a parent displays aggressive or intimidating behaviour.

What can you expect?

- Most complaints can be resolved quickly and informally to everybody's satisfaction simply by talking to the person concerned or the Principal.
- Some complaints are covered under another policy or by special legislation. You will be advised if this is the case. You will also be told how and by whom your complaint will be addressed.
- Occasionally more serious or complex complaints require investigation. These can take a longer time to resolve. If this happens you will be informed about the anticipated time frame by the Principal.
- If you have not heard from the Principal within this time frame, call to inquire.

What are the possible outcomes?

1. **Your complaint is upheld** (in part or in full) and where appropriate, one or more of the following actions may be offered to you:
 - action to remedy or amend the situation.
 - an explanation.
 - a review of how the situation was handled.
 - an explanation of the steps that have been taken to ensure it will not happen again.
 - an undertaking to review our policies in light of the complaint.
2. **Your complaint is not upheld.**
 - The reasons for this will be clearly given.
 - If you are not happy with the outcome you can ask for a review or refer the complaint to the School Education Director (SED)

