



How to deal with Concerns and Complaints

**This is an extract from our Complaints and
Grievances Policy & Procedure.**

**Should you wish to view the whole document
please ask at Reception.**

Availability

- All new parents in the Introductory Pack
- All staff and Volunteers.
- Website

Our policy

Ghilgai welcomes feedback from all members of the school community and takes all concerns and complaints seriously.

- A complaint is an expression of dissatisfaction about our services or our operations.
- Anyone may make a complaint – parents/guardians/volunteers/contractors.
- Ghilgai will deal with all complaints in a respectful, efficient, timely way.
- Complaints are recorded in the School Complaints Log.
- The School makes a regular analysis of all complaints in order that we may address deficiencies and make changes as needed for the betterment of our school.
- All involved in making the complaint will receive procedural fairness.
- The complainant will not be personally identifiable unless this is essential to resolve the issue. Should this be the case the complainant will be notified and his/her agreement sought.
- All personal information considered or recorded will respect the privacy of the individual involved unless there is a risk to someone's safety.
- This information is confidential and will not be passed on to anyone without the individual's permission (legal responsibilities excluded)
- The School will seek external professional advice as required.
- The school will employ an external mediator/facilitator to assist in conflict resolution if required.
- Counselling may be offered to key persons involved.

Guidelines

- Ghilgai welcomes feedback
 - If you have a concern, we encourage you to make contact with the School at an early stage.
 - You may be able to resolve it directly via conversation with the class teacher involved.
 - Many concerns are seeded by misunderstanding/incomplete understanding.
 - Arrange an appointment with the teacher via a note in the communication basket or handed directly to your class teacher. You may also ask Reception to pass it on.
 - If you want to discuss your child's progress with your class teacher, you can arrange an appointment at any time.
 - If your child has a problem, please come to the school and discuss it with us so we can eliminate those small concerns that worry every child.
 - You may wish to have a helping conversation with the Education Coordinator who may facilitate a conversation with the staff member involved and so resolve the matter informally. Please make an appointment via email/note/phone.
Tel: 9761 8369 edadmin@ghilgai.com.au
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- If you do not receive a satisfactory response to your concern then you should make a formal complaint.

How to make a formal Complaint

- It is helpful if the complaint is clearly identified before contacting the School.
- All complaints should be made in writing so that they can be dealt with formally.
- Please use the formal complaint form available online or from reception. Email to the Education Coordinator at edadmin@ghilgai.com.au or place in a sealed envelope addressed to College of Teachers Executive. Hand in at Reception.
- If the complaint is in relation to the Education Coordinator or College of Teachers Executive performance, then it should be addressed to the Chair of the Board of Directors.
 - If there is more than one problem, please list the issues concisely and clearly so that the extent of the problem is clear to the School.
 - If more than one parent or a set of parents raises the same or a substantially similar problem, each complaint will be managed separately.



Complaint Form

Parent details

Name _____

Address _____

Phone _____

Email _____

Student details

Name _____ Class _____ DOB ____/____/____

Details of Complaint

1. Please give specific details

1. Please give this a time sequence.

2. Details of phone conversations / meetings.

3. Resolution – How could this matter be resolved?

**You will receive an acknowledgement within 48hrs of lodging your complaint.
This acknowledgement will set out the next steps of the School response.**

Form received by _____ Date ___/___/___

Complaint acknowledged by _____

The Schools Response

1. Time frame

- Complaints will be prioritised – we aim to reach a resolution for all complaints within 30 days.
- Complaints will be acknowledged in writing within 48hrs and you will be given a response date within 7 days.
- If the complaint is serious, ie
 - it concerns matters of safety and wellbeing
 - duty of care is breachedthe College of Teachers will act immediately to verify and rectify the matter.

2. Consideration Phase

- In order to clarify aspects of your complaint the Education Coordinator and/or a College member may request a conversation with you. You are welcome to bring a support person to any meetings.
- The Education Coordinator with a College member will conduct an initial assessment and investigation and make a determination that is presented at a meeting of the CTE. The CTE meets fortnightly but if the complaint is serious, an extraordinary meeting is called to consider the determination and plan steps forward.
- As part of the investigation the College may call upon the advice of an external professional.

3. Outcomes

- When the CTE has resolved the matter you will be advised of the outcome in writing and the matter will be closed if you accept this outcome.
- If it is not acceptable you may ask the CTE for the matter to be reconsidered. You must present your request in writing within 10 days. You will be given a response date.
- The CTE will acknowledge your request and may ask you to substantiate your continuing dissatisfaction in writing. You will be given a response date and the CTE will reconsider your complaint.
- You will be advised of the outcome in writing.

Appeals

- If you believe that your complaint is still unresolved or that the resolution is unsatisfactory you may appeal to the Board of Directors.
- You must appeal within 14 days, in writing, stating grounds for your complaint. Tell us how you would hope your complaint could be resolved.
- The appeal will use the records of the complaint as the basis for their review.
- You will receive a letter of outcome.

External pathways for resolution of a complaint

If you feel the matter is still unresolved then you may choose to seek external alternatives.

- The Victorian Registration and Qualifications Authority receives formal complaints re. Independent School matters. They investigate the complaint and if required work with the Schools to better their processes.
- The Victorian Institute of Teaching is concerned with the professional integrity of Teachers.