



Complaints Procedures for Parents/Carers

In this context, a complaint is considered as 'the expression of dissatisfaction with any aspect of public education. It may be general in nature or relate to a particular staff member, a part of the organisation, a policy or a decision'.

Parents (and carers) have the right to make a complaint where it is believed necessary to do so.

The following are some important points to assist parents who want to consider making a complaint:

- If it is a matter that can be discussed directly with the classroom teacher, then aim to do this at first.
- If not, then please bring the complaint to either the Principal or Deputy Principal.
- Any complaint that needs to be taken to a higher level can be brought to Thea Buckley, Coordinator Regional Operations, Southwest Education Region
9771 7124
thea.buckley@education.wa.edu.au
- Complaints can be made verbally (in person, on phone) or in writing (including email).
- When presenting a complaint please be specific in details. If you have any thoughts or ideas regarding a solution/alternative to the topic of complaint, please let us know.
- Complaints presented in an harassing, intimidating or personally abusive manner will not be accepted. Vexatious (trivial) complaints will not be progressed.
- The school will do all it can to address complaints. We will do so in a timely manner.
- The Department of Education has a *Disputes and Complaints* policy (November 2007), which schools are required to follow.
- Please note: if you are worried or concerned about an aspect of your child's education and/or the operations of the school, do share your concerns with us. We are here to assist and to improve, where possible, operations and procedures at East Manjimup PS.

Michael Smith
PRINCIPAL

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