



Double Bay Public School

Kindness & Courtesy

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Key Accountability: School and Community Partnerships Effective February 2022

Departmental Policy Reference:

<https://education.nsw.gov.au/policy-library/policies/complaints-handling-policy>

Purpose

The aim of these guidelines is to communicate to the school community how the school manages complaints. It should be read in conjunction with the DoE policy *Complaints Handling Policy*.

Rationale

The school must make decisions on a daily basis to ensure effective learning and the safety and wellbeing of students. We like to know when things are going well and we also want parents and carers to tell us about their concerns or complaints as soon as possible. Such feedback assists us in providing an excellent education for all our students.

The NSW Department of Education (DoE) seeks to resolve difficulties, grievances and complaints in a prompt, impartial and just manner. The majority of complaints are resolved informally by the school and as close to the source as possible. This ensures good productive relationships are maintained between the school and home.

Some types of complaints may need to be treated in special ways because of particular legislation, policies and procedures and may require the use of separate procedures or be referred to another unit within or outside the department. The principles of this policy include that:

1. You have a right to let us know about a concern or complaint..
2. Reporting a concern through these procedures will ensure support and respect for you and your child is maintained.
3. Concerns about individuals (including students, staff members and other members of the school community) should be discussed with the school **in a private forum**.
4. Individuals who are the subject of a complaint are entitled to have their rights to privacy and confidentiality respected, and they also have the right to respond to complaints. and
5. Complainants are courteous to, show respect for and cooperate with school staff in resolution.

Implementation

At Double Bay Public School you can expect we will:

1. Deal with your concern or complaint honestly and politely.
2. Look into the matter raised, thoroughly, fairly and as quickly as possible.
3. Keep you up-to-date with what we are doing.
4. Explain our decisions within policy and maintain confidentiality of all parties.
5. Apologise if we have made a mistake.
6. Tell you what we are doing to put things right.
7. Focus on solving the problem and maintaining the relationship.

Who can make a complaint?

Anyone can make a complaint including students, parents, carers and community members. We can assist you to make a complaint.

What can a complaint be about?

The complaint can be about any aspect of the service provided, or not provided, at Double Bay Public School including:

- The conduct or decisions of our staff.
- Our work methods, practices, policies or procedures.

How are complaints managed?

In the first instance a complaint is best managed informally with the direct person concerned, class teacher, event organiser, Assistant Principals or Principals. This will ensure a quick resolution.

A complaint is managed in four steps:

1. Receiving and clarifying a complaint
2. Deciding how to handle a complaint
3. Finding out about the complaint
4. Making a decision about a complaint

Receiving and clarifying a complaint

The school can receive your complaint in writing, by email doublebay-p.school@det.nsw.edu.au, by phone 93633456 or in person. Often the first point of contact for complaints is our school office staff. They will take a complaint and refer it to the person delegated to deal with the nature of the complaint. This may be the class teacher, assistant principal or principal. They will ask for some brief details from you about the nature of the complaint to assist in the assessment process.

Timely resolution of concerns and complaints may be best ensured by following the table below:

Concerns about:	Refer to:
<ul style="list-style-type: none"> ● student behaviour, organisation and curriculum 	<ul style="list-style-type: none"> ● the class teacher or relevant Assistant Principal of that stage
<ul style="list-style-type: none"> ● specific school activities 	<ul style="list-style-type: none"> ● the teacher delegated with responsibility
<ul style="list-style-type: none"> ● a person, school policies or procedures 	<ul style="list-style-type: none"> ● the Principals

The beginning and end of a school day are busy times for teaching staff and it may not be possible to sort things out immediately due to other teaching responsibilities or staff absences. You can expect that we will acknowledge your complaint as soon as possible and **within 3 days**.

Deciding how to handle a complaint

If your complaint cannot be resolved in an informal way or is assessed as more serious or subject to special procedures, we **may** ask you to put it in writing including:

- Your contact details.
- Specific details of the problem.
- The outcome you are seeking.

The Principal will assess how the complaint should be managed including:

- The formal procedure that is applicable.
- Providing advice in writing on which procedure will be used and by whom.

Finding out about the complaint

If other procedures do not apply, the Principal or delegate collects and analyses information relevant to the matter including facts and other contributing factors.

Making a decision about a complaint

If other procedures do not apply, the Principal or delegate will provide you with a written response to a formal complaint within **twenty working days** of receipt by the Principal, including reasons for the decision. If you remain dissatisfied you may request a review of the decision.