



## **PARENTS COMPLAINTS PROCEDURE**

Mandurah Baptist College is a community and as such, there will be times when parents/guardians will wish to make suggestions, may have a complaint or raise a concern that needs addressing. Mandurah Baptist College takes these issues seriously and welcomes such feedback. The Complaints System is outlined briefly below to assist families should such a need occur. Please remember it is our policy that we wish to deal with issues sooner rather than later.

***A complaint will be treated as an expression of genuine dissatisfaction that needs a response.***

***Mandurah Baptist College wishes to ensure that:***

- 1.) Parents/Guardians have an understanding of how to make a complaint should the need or situation arise
- 2.) Mandurah Baptist College responds within a reasonable time frame and in a courteous and efficient manner
- 3.) Parents/Guardians understand that they are listened to and that complaints are viewed seriously
- 4.) Action is taken where appropriate

***“How should I complain?”***

When you raise a complaint, please be as clear as possible about what is troubling you. Staff members at the Mandurah Baptist College will be happy to help. It may be best to start with the person most closely concerned with the issue – for example, the relevant Coordinator. They may be able to sort things out quickly, with little fuss. A phone call is the quickest means of contact or a letter is also appropriate. However you may feel the issue needs to go to a senior staff member such as the Principal.

***“I don’t want to complain as such, but there is something bothering me.”***

Mandurah Baptist College staff are working towards the same purpose as yourself – the education and well-being of students. Staff want to hear your views and ideas. Contact a staff member, as above.

***“I am not sure whether to complain or not.”***

If you have a concern, as a parent/guardian you are entitled to raise it with the College. If in doubt, remember we are here to help. Sometimes it is reassuring just to talk your concerns through with someone.

### *“What will happen next?”*

If you raise something on the phone or in person, it may be resolved immediately and to your satisfaction. If you forward a complaint or suggestion in writing, the College will contact you within 5 working days to respond to your concerns and explain how the matter will proceed. In many cases the person will need to discuss the matter with a colleague and will consider it further before responding. You will be given a date by which time you will be given a response. If a detailed explanation of the issue is needed, a letter or report will be sent to you as quickly as possible. This letter will inform you of the outcome of the complaint. It will explain the conclusion, the reasons for it and any action taken or proposed.

### *“What happens about confidentiality?”*

Your complaint or concern will be treated as confidential and with respect. Knowledge of the issue will remain limited to the Principal and to those directly involved. The Chairman of the College Board may also need to be informed in some matters. It is a College policy that complaints made by parents/guardians should not rebound adversely on the student.

We cannot entirely rule out the need to make third parties outside the College aware of a complaint and possibly also the identities of those involved. This would only happen in a case where the student’s safety is at risk or where it became necessary to refer a matter to the police. As a parent/guardian, you would be fully informed.

### *“What if I am not satisfied with the outcome?”*

We hope that you will feel satisfied with the outcome, or at least that your concerns have been fully and fairly considered.

If you are not satisfied, the Principal will offer to refer the matter to the Chair of the School Governing Body. Alternatively, you may wish to write directly to the Chair. The Chair will call for a full report from the Principal, and will examine matters thoroughly before responding. This may result in a satisfactory solution, but if it does not, the Chair will invite you to a meeting. You may wish to be supported by a friend, but legal representation would not be appropriate at this stage.

If the meeting does not bring about a resolution, the matter would be referred to an independent arbiter. It is his/her task to look at the issues in an impartial and confidential manner. The Arbiter will invite you to a meeting. You will be asked if there are any papers you would like to have circulated beforehand. As with the Chair’s meeting, you will be invited to bring a friend with you.

**The school recognises and acknowledges your entitlement to complain and we hope to work with you in the best interests of the children and young people in our care.**

## STUDENTS COMPLAINTS PROCEDURE

### ***“How do I make a complaint?”***

By talking about it or by writing it down if you find that easier.  
You can do it by yourself, or through your parents.

### ***“To Whom?”***

To anyone on staff.

### ***“Does it matter what the issue is?”***

No, it can be a big problem or a small one. By discussing it, you may come up with some positive ideas.

### ***“What will happen next?”***

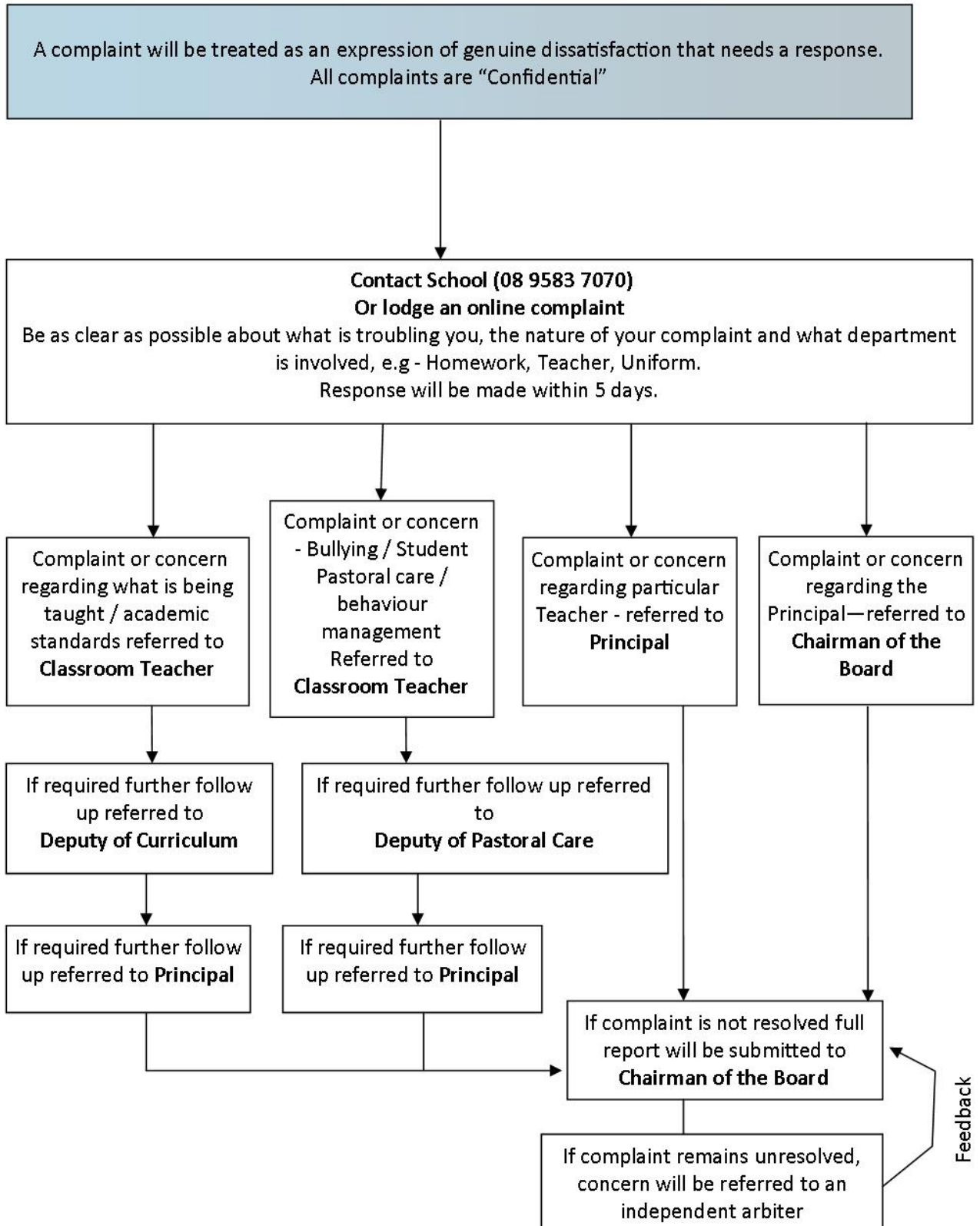
If possible, the staff member will deal with it in person. If not, he or she will go on your behalf to someone who can help.

### ***“Do others have to know?”***

If you are worried about confidentiality, tell the staff – they will understand.  
Even if you find the issue hurtful or embarrassing, don't worry – it will only be discussed by staff that can help you.



## Complaints Procedure (Primary)





## Primary Students Complaints Procedure

