



**MANDURAH  
BAPTIST COLLEGE**

BE STRONG & COURAGEOUS

## **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. 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.**

## **Student Complaints Procedure**

### **How does a student make a complaint?**

Choose from either:

- 1) Talking about it with a staff member
- 2) Emailing it to a staff member
- 3) Writing it on paper and handing it to the correct staff member
- 4) The MBC website: [www.mbc.wa.edu.au/about-us/our-policies](http://www.mbc.wa.edu.au/about-us/our-policies)  
Click on the "make a complaint" link

### **Who do I complain to?**

Follow the complaints diagram. As a general rule you try solve the problem with the person involved and gradually work along the diagram. Remember, not all complaints can go straight to the Principal. You can be flexible and choose a person you are comfortable talking to. Here are two examples from the diagram.

Student based issues: If you had a complaint about a student in your class teasing you, first speak to the student or your teacher. If this did not solve the problem you would speak to a Pastoral care teacher or the Head of Year, followed by the Deputy of Pastoral care. If none of these people could solve the problem, you could then speak to the Principal.

Subject or teacher based issues: If you had a complaint about the difficulty of the school work and amount of homework that your teacher has given, first speak to the teacher. If this didn't solve the complaint you would then speak to the Head of Learning Area. If this did not solve the complaint you would speak to the Deputy of Curriculum and then the Principal.

### **Can my complaint be anonymous? (You do not give your name)**

Anonymous complaints can be made on the website. However, if you make an anonymous complaint we will not be able to give you feedback because we do not have your name. It can sometimes be difficult to verify the information in the complaint. In many circumstances it is better to give your name. The issue will be taken seriously and professionally by the staff who read the complaint. Someone will speak with you. Only relevant people who need to know about the complaint will see the complaint. We can give you feedback and have discussion to solve the issue.

### **How do I write a complaint?**

You will need to explain why you are making a complaint and be respectful. You can explain the impact it is having on you. You should try to be specific and also explain what you want to be done. Below is an example:

*To Teacher,*

*I am struggling with how difficult the work is in class. I have not been able to understand topic 1 and topic 2. The diagrams on the board are too small to see from where I sit at the back of the class, there is too much information for me to understand and the homework schedule is taking me hours on the weekend. Can you please help me with this? I would also like to move seat and sit nearer the front.*

*Regards,*

*Student A*

# Mandurah Baptist College

## Complaints Procedure (Secondary)

