

Complaints Management Guide



Parent Information

Onslow School is committed to providing a safe, inclusive and caring learning environment. We value working together with our parents as partners in their child's education.

Communication between the school and yourself is an important part of being able to achieve your child's success. As part of this you should feel that the school will listen to and respond to your concerns and work with you to resolve complaints.

Types of issues –

- Enquiry** which is when you are asking for information
Concern which is when you raise a matter of interest informally to provide feedback or get clarification
Complaint which is an expression of dissatisfaction that relate to a produce or service. A response or resolution is expected.

The guide below will assist you with who to contact.

| Who? | Definition | Example |
|------------------|--|---|
| Class teacher | This is the first contact directly linked to concerns about your child's learning and wellbeing. | I would like more information about my child's academic progress I need to share some updated medical details I have concerns about the behaviour of students in the class I would like to know how my child can receive more learning support |
| Deputy Principal | This should be the second contact if you feel that you have not had a satisfactory response. Communication with the Deputy Principal is more likely associated with whole school processes and/or programs | I would like to understand the behaviour process for the school I need more information about what is happening with... I am worried about some of the information that is being taught in ... |
| Principal | This should be the third contact if you feel that you have not had a satisfactory response. Communication with the Principal is most likely associated with whole-school concerns | A staff member has acted inappropriately I am unhappy with the communication processes between the school and home |

When communicating with the school we ask that you –

1. Request a meeting time with the staff member as early as possible
2. Understand that staff availability may impact on response times
3. Communicate with the respect and share relevant information
4. Be willing to accept compromise when resolving concerns
5. Work in partnership with your child's teacher to support their learning and wellbeing.

ENGAGEMENT with the school is most successful
where there is a shared commitment to
safety, respect, inclusivity and belonging for all students