

Raising a Concern or Complaint Policy and Procedures

Values

The Small School fosters the wellbeing and safety of children and staff.

All adults at The Small School exercise a duty of care and kindness to children.

Commitment to relationship building within the school community is highly valued at The Small School.

All adults at The Small School model respectful relationships and conflict resolution practices.

The Small School deeply values procedural fairness as a fundamental right in a democratic society.

Purpose

To set out the process for raising concerns or complaints about any aspect of the school's operations and to promote a culture of openness to receiving constructive complaints with a view to strengthening the school through their effective resolution.

Responsibilities

The School Manager:

- Coordinates the School's child-safe culture and champions child protection across the school.
- Takes action according to the school's Behaviour Management Policy as required.
- Takes responsibility for the oversight of the complaints resolution process.

Parents at The Small School:

- Raise concerns as soon as possible with the class teacher if the matter relates to classroom activities or with the School Manager if the matter relates to the health and wellbeing of children or child safety or any other matter generally related with the school.
- Provide detailed information, which may be requested in writing.
- Maintain and respect everyone's privacy and confidentiality.
- Be mindful of the school's Code of Conduct when raising a concern or complaint.

Parents are also asked to:

- Engage with the school's conflict resolution process to resolve the complaint if necessary.
- Recognise everyone has rights and responsibilities that must be balanced
- Make complaints constructively, either directly with the teacher or with the School Manager with the intention of improving the school as a result of the process.
- Realise we need to achieve an outcome acceptable to everyone involved.

School staff in responding to complaints are prompt, courteous, efficient and fair.

How the purpose is achieved

The concern or complaint will be acknowledged either in person, by telephone, or in writing.



The appropriate staff member will look into the concern or complaint and provide a response as soon as possible.



All formal discussions and actions will be recorded.



The school will work with the complainant to find an appropriate remedy such as:

- An explanation or further information.
- Mediation, counselling or other support.
- An apology, expression of regret or admission of fault.
 - Review a decision.
 - Further action as required.
- Review of policies, procedures or practices.



If a concern or complaint raised with a teacher is not satisfactorily resolved it will be referred to the School Manager. If the School Manager received the original concern or complaint, it will be referred to the Chairperson of the School Board.



Any matter remaining unresolved will be referred to the School Board.