

What is a complaint?

A complaint is an implied or expressed statement of dissatisfaction where a response is sought, reasonable to expect or legally required.

A complaint is **not** an expression of opinion, a request for service or action to be taken, or a request for information or an explanation.



Frontline First

Positive outcomes are best achieved when complaints are managed within schools. This develops cohesion and trust with families. The Complaints Management Policy recognises the central role of schools in the management of complaints and facilitates a partnership approach with families.



Identify

Determine if the information received is a complaint. Assess the nature and risk of handling the complaint. If risk is rated high, escalate to the next level supervisor.

Acknowledge

Confirm to the complainant that their complaint has been received, ideally within 1-2 business days. Consider the most appropriate way to communicate with the complainant.

Preliminary assessment

Establish whether the complainant has raised the complaint with the teacher or another staff member. Encourage the complainant to raise their concerns directly with the relevant person unless there are sensitivities. Plan how the complaint will be managed.

Assess

Further assessment. Ensure the central issues and relevant parties are identified. What is the risk rating now the complaint is fully assessed? If high risk, escalate to the next level immediately.

Investigate

Undertake appropriate research, establish what happened. Consult parties involved. Check relevant policies and procedures.

Remedy/Outcome

Consider and determine the outcome. Write to the complainant stating the outcome and give clear reasons for the decision. Implement the outcome.

Document

Ensure all documentation is filed. Complete Complaints Recording Template. Follow security and privacy requirements.

Consider

Is the outcome working and sustainable? Are any improvements available? Ensure records have been updated. Regularly analyse complaints data to identify ways to improve.

Resolve or Escalate

Close the complaint if successfully resolved. If the complainant is dissatisfied with the outcome, refer them to the Directorate's complaints process.



Policy advice

Search for **complaints** on **ConnectED**
Contact **Feedback and Complaints** on **6205 5429**

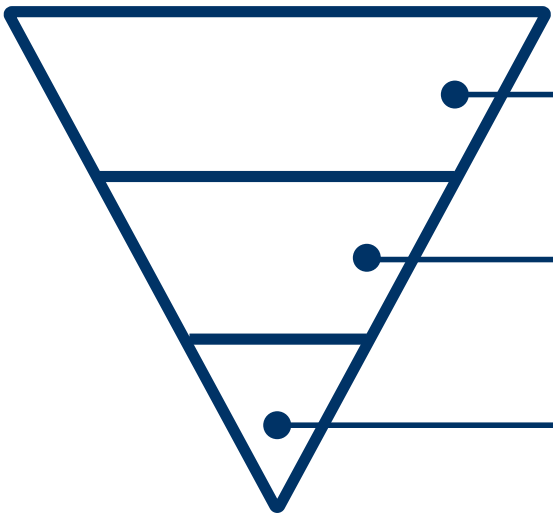
Why is complaints management important?

An effective and robust complaints management system fosters a positive culture where complaints are valued as a key mechanism to support school and system improvement. The Education Directorate is committed to and values a complaints management system that gives a mechanism that fosters these values.

Culture is key

The Directorate's complaints management framework supports a positive culture where complaints are valued. It does this by highlighting the key values of:

- Procedural fairness
- Respect
- Integrity; and
- Improvement



Tiers and Triaging

The Directorate has clearly defined levels of complaints.

Tier 1: refers to complaints that are managed and resolved at a school level. This may be with the classroom teacher, executive teacher or the principal.

Tier 2: refers to complaints that are managed by Feedback and Complaints within The Directorate. The complainant can lodge a complaint via the online form or call the Feedback and Complaints line.

Tier 3: refers to complaints where a sustainable outcome cannot be achieved. Feedback and Complaints will initiate further investigation.