

GRIEVANCE PROCESS

Concerns, complaints and disputes from parents and the school community

Caralee Community School (CCS) values its partnership with parents and the school community and is committed to responding positively to concerns, complaints and disputes. CCS strives to ensure that any issues are dealt with promptly, fairly and contribute to continuous improvement.

Minor issues

- Discuss or put in writing your concern with the class teacher if it pertains to your child's academic progress, social or emotional wellbeing or minor issues
- Teachers will try to resolve parent concerns and complaints where possible
- Teachers will communicate the outcomes of parent concerns and complaints to the school principal

Serious issues

- Discuss or put in writing your concern or complaint with the CCS principal if:
 - you were not able to achieve a satisfactory arrangement with the class teacher
 - your concern is about the conduct of a teacher or other staff member
 - your concern is about another aspect of school life that is impacting on your child's education

Responding to issues

- The Principal will respond to complaints within five working days
- Your concern will be managed according to established policy and procedures
- Where possible and appropriate, the principal will resolve the issue at the school level
- The principal will refer the complaint, where appropriate, to other Department of Education personnel

Further action

- You may contact the Fremantle District Office if your concern has not been resolved or if there is reason for not raising the concern with the school directly
- CCS will provide contact details upon request

Principles

The following principles apply to the management of all complaints at the CCS:

- The process is underpinned by a commitment to cooperate on the part of CCS staff;
- Parents and the school community are able to make enquiries, raise concerns or lodge complaints about the provision of education or the conduct of Department employees and have these dealt with efficiently, fairly and promptly,
- In all matters, the educational well-being of students is the first priority,
- Procedural fairness is afforded to all parties, and all parties will be treated with respect and courtesy,
- The subject of the complaint will be informed of the substance of the complaint,
- Complaints are monitored and their management evaluated so as to reduce the occurrence of recurring problems,
- A person who has made a complaint is able to withdraw the complaint at any time. A verbal complaint can be withdrawn verbally and a notation made to that effect, however, a written complaint needs to be withdrawn in writing,
- The principal can reject a complaint that, in their opinion, is vexatious, trivial or without substance; or does not warrant further action taking into account the provisions of Departmental Policy,
- You may be required to put verbal complaints in writing and to sign a statement prepared by the principal,
- Written complains will be responded to in writing.

Department of Education Policy and Information

All complaints and disputes are dealt with in accordance with the following Departmental Policy

- Disputes and Complaints, 2007,
- Talking to Your School Brochure (copies are available from the principal upon request).

Contact Details

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