



Gledswood Hills Public School

PRACTICES AND PROCEDURES

COMPLAINTS, COMPLIMENTS AND SUGGESTIONS PROCEDURE

Context

Complaints, as well as compliments and other constructive feedback, create opportunities for the school to improve the quality of its services and prevent future problems.

If at any time you find that you have a concern about the school, you are encouraged to come to the school and tell someone so that your concern can be resolved. It is our aim to do the very best we can to ensure a productive, safe and enjoyable experience for our students. Should you feel that you must raise a concern formally, the Department of Education has procedures for ensuring that complaints are handled fairly. The Department's Complaint Handling Policy and School Complaint Procedure sets out the framework for handling complaints. [Complaints Handling Policy \(nsw.gov.au\)](https://www.nsw.gov.au/complaints-handling-policy) and [School Community and Consumer Complaint Procedure – January 2017 \(nsw.gov.au\)](https://www.nsw.gov.au/school-community-and-consumer-complaint-procedure)

How you can make a complaint, compliment, or suggestion

- If you wish to make a complaint or compliment directly to the school, the office staff will be able to direct you to the appropriate person
- An online form is available for you to use [Complaint, compliment or suggestion form \(nsw.gov.au\)](https://www.nsw.gov.au/complaint-compliment-or-suggestion-form)
- Regarding complaints, it is best to discuss your concerns with your child's teacher first. Make an appropriate time to meet with them or phone the school and ask for an appointment with the teacher.
- If you are not happy with the result, or if you do not feel it is appropriate to talk to them, phone and make an appointment to discuss your concerns with an executive or principal.
- You may bring a friend or relative to be your support. If you need an interpreter, we can arrange that - just ask beforehand.
- If your complaint is about the principal, you will need to contact the school education Director in your area. Ask the school office staff at your school for the Director's name and number.
- If your complaint cannot be resolved in an informal way, we may ask you to put it in writing. It is important that you include specific details of the situation and tell us what you would like to happen as a result of your complaint.

What you can expect when making a complaint

- How your complaint is managed depends on what it is about.
- Most complaints can be resolved quickly and informally to everybody's satisfaction simply by talking to the teacher concerned, an executive or the principal.
- Some complaints are covered by a particular policy or by special legislation (e.g., safety or anti-discrimination policies). You will be advised if this is the case with your complaint. You will be told the name of the person who is dealing with your complaint and their contact number.
- Occasionally more serious or complex complaints require investigation. These can take a longer time to resolve. If this happens, you will be informed of the progress and the result of your complaint by phone or in writing at regular intervals until the matter is resolved.
- If you have not heard from the person handling the complaint within a reasonable time, call to ask them what is happening.

Will my complaint be confidential?

The person dealing with your complaint will advise you if confidentiality applies to your case, but generally it can't be guaranteed. If your complaint is about another person, they have a right to know the allegations and be given a chance to respond.

What are the possible results?

1. The complaint is upheld and one or more of the following actions may be offered to you:

- action to fix or improve the situation
- an apology
- an explanation
- an admission that the situation could have been handled differently or better
- an assurance that the event complained of will not recur
- an explanation of the steps that have been taken to ensure that it will not happen again
- an undertaking to review the department's policies in light of the complaint.

2. Your complaint is not upheld. The reasons for this should be given to you clearly.

What if I am not happy with the result?

If you are not happy with the result, you may ask for a review of your complaint by contacting the Principal, Director or the section of the department that assessed your complaint.