



Learning For Life

Complaints Handling Policy

Parklands School welcomes feedback from all members of the school community and takes all complaints or concerns that may be raised seriously. This Complaints Handling Policy is designed to assist you to understand how to make a complaint.

In this policy, unless we indicate otherwise, we use the terms “staff” and “staff member” to include all teaching and non-teaching staff, School Board members, volunteers, contractors and external providers.

What is a complaint?

A complaint is an expression of dissatisfaction made to Parklands School, related to our services or operations, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected.

Complaints about child abuse, grooming or other harm, or other breaches of our Child Safe Codes of Conduct, relating to conduct by:

- current or former staff members
- current or former students
- other people on School premises or at School events

are managed differently from other complaints.

Refer to the section at the end of this policy – [Complaints About Child Safety Incidents or Concerns At or Involving the School or its Staff Members](#) – for more information.

Parklands School’s Commitment

Parklands School is committed to handling complaints effectively and efficiently. To manage complaints effectively, we have established a Complaints Handling Program in line with:

- Principle 6 of the National Principles for Child Safe Organisations, using the Office of Child Safety’s “Complaints Handling Guide: Upholding the Rights of Children and Young People”
- the international complaints handling standard (ISO 10002:2018 Quality management – Customer satisfaction – Guidelines for complaints handling in organizations), and
- the Australian/New Zealand complaints handling standard (AS/NZS 10002:2014 Guidelines for complaint management in organizations
- the Australian Privacy Principles (APP).

There is no fee associated with making a complaint.

Our Complaints Handling Program includes the establishment of an online complaints management system that allows us to effectively capture, manage and report on complaints.

Regular analysis of complaints received and the implementation of rectification action, where deficiencies are identified, are key to the School's commitment.

Complaints may be made anonymously or using a pseudonym. If you choose to do so we will be unable to provide you with feedback on the progress and outcome of your complaint. It may also limit our ability to fully investigate the complaint if we are unable to contact you to obtain further details.

Culturally Safe Complaints Management

Parklands School values diversity and does not tolerate any discriminatory practices. To achieve this, we support the cultural safety, participation and empowerment of Aboriginal and Torres Strait Islander students and their families. Our School's complaint handling system is one that is culturally safe and overcomes cultural barriers and taboos to disclosure – our complaints handling process is managed by people who are aware of and sensitive to potential complainant's culture and cultural attitudes.

Roles And Responsibilities

The **Principal** has overall responsibility for ensuring compliance with this policy and maintaining confidentiality.

The **Administration Team** has responsibility for ensuring compliance with this policy and maintaining confidentiality.

All **Staff** have responsibility for ensuring compliance with this policy and maintaining confidentiality.

The **Board Chair** has responsibility for ensuring compliance with this policy, maintaining confidentiality and resolving any dispute. The Chair may appoint a nominee to fill the role of the Chair.

Informal Complaints Resolution

The vast majority of issues causing concern in schools can be handled quickly and in an informal manner. We therefore ask that, where appropriate, you first raise your concern directly with the relevant staff member. Even if the issue is resolved informally, all staff are required to log issues through our complaints management system so we are able to identify any systemic issues arising and take appropriate rectification action.

How do I make a Formal Complaint?

If you have been unable to resolve a matter informally and wish to make a formal complaint you can do so by any of the following means:

1. Sending an email to complaints@parklands.wa.edu.au
2. Writing a letter to the School addressed to "The Principal".

PO Box 377

Albany WA 6331

3. Telephoning the School on (08) 9841-8179 and asking to speak to the Principal.
4. Completing our online [Complaints Form](#)
5. Sending a fax, address to “The Principal”, to (08) 9841-4023
6. In-person by visiting the school

All formal complaints will be logged into our online complaints management system and managed in accordance with the following procedure.

Our Internal Complaints Handling Process

Step 1 – All formal complaints are logged through our online complaints management system where they are screened by the Principal, or in the case of complaints against the Principal by the Board Chair. A complaint about the Board Chair is directed to the Treasurer.

Step 2 – All valid complaints, except those made anonymously, will be acknowledged in writing, as soon as practicable, and allocated a status, priority and target resolution date. It is our policy, where possible, to resolve all disputes within 14 days.

Step 3 – The Principal will conduct an investigation into the issues raised, following principles of procedural fairness, and make a determination.

Step 4 – Following the determination, if appropriate, the Principal will formulate a resolution and, except where the complainant is anonymous, provide a written response to the complainant. The matter will be closed if this response is accepted.

Step 5 – Internal reviews: If the initial response is not acceptable the matter will be reviewed internally by the Principal or the Principal’s delegate, who may seek additional information or submissions from the relevant parties. The Principal, or their delegate, seeks to resolve all disputes within 14 days from the date that the review process is initiated. The matter will be closed if the response of the Principal, or their delegate, is accepted.

Step 6 - All complaints received will be entered into our Complaints Register and, where appropriate, a corrective action request will be made to address any underlying processes which the complaints investigation revealed may require improvement.

Step 7 - If the matter remains unresolved, the complainant may pursue external resolution alternatives.

Confidentiality and Privacy

The School is committed to maintaining the confidentiality of information throughout the complaints process. This includes maintaining the privacy of information relating to the person making the complaint and any person named in the complaint.

Complaints About Child Safety Incidents or Concerns At or Involving the School or its Staff Members

Complaints about or allegations of:

- breaches of the Child Safe Codes of Conduct
- child abuse, grooming or other harm of a current or former student by

- current or former staff members
- current or former students
- other people on School premises or at School events

are managed by the School in a different manner to other complaints.

This is because of the additional confidentiality and privacy requirements surrounding these kinds of matters.

We refer to these as child safety-related complaints.

If your complaint is a child safety related complaint, please make your complaint to the Deputy Principal or the Principal, via childprotection@parklands.wa.edu.au or 08 9841 8179. If this person is the subject of your complaint, please notify the Board via board@parklands.wa.edu.au.

For information about how the School manages child safety-related complaints, as well as any child safety incidents or concerns at or involving the School or its staff members, please refer to our Procedures for Managing Child Safety Incidents or Concerns At or Involving the School or its Staff, Volunteers or Contractors, available on our public website.

The Role of the Director-General

The Director-General of the Department of Education is responsible for ensuring that the School observes the registration standards for non-government schools, including the standard about its complaints handling system. Any student, parent/carer or other School community member is entitled to contact the Director-General with concerns about how the school has dealt with a complaint, including child safety related complaints. More information is available on the [Department of Education website](#). While the Director-General may consider whether the School has breached the registration standards, they do not have the power to intervene in a complaint or override the School's decision.

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