

FALCON PRIMARY SCHOOL



COMPLAINTS MANAGEMENT

Our main objectives ►

To ensure that complaints lodged at this school are resolved promptly and efficiently.

To promote a high standard of professionalism when dealing with our local community.

Department of Education policy ►

- The Principal is responsible for managing and coordinating the resolution of disputes and complaints lodged at the school;
- Every effort will be made to resolve disputes and complaints promptly according to the principles of procedural fairness;
- Written complaints on staff will be forwarded to the Standards and Integrity Directorate;

FALCON PRIMARY SCHOOL
BALOO CRESCENT, WANNANUP 6210
Telephone 9534 2411 Facsimile 9534 2093

A Western Australian Independent Public School

Making a Complaint?

You can make a complaint in any of these forms.

- Verbal
- Letter
- Email
- Facsimile

Before contacting the school.....

- Talk with family and friends to clarify your concerns;
- Write down your concern;
- Make a list of all relevant specific information specific to your concern;
- Bring a support person if you feel nervous talking about your concern;

When you have considered the above make sure you make an appointment with the most appropriate person (teacher, assistant principal, principal)

Alternatively you can write to the school. This way you will receive a written response!

Contact your child's teacher if:-

- Academic progress
- General behaviour
- Homework
- Assessment
- Attendance
- Social/emotional wellbeing

Contact the Principal or an Assistant Principal if:-

- If you weren't able to achieve a satisfactory arrangement with the class teacher
- Your enquiry is about the conduct of a staff member
- Your enquiry is about another aspect of school

When making a complaint.....

- Provide your name and contact details;
- Provide evidence directly related to the complaint;
- Make sure the nature of the complaint is very clear;
- Consider the action you wish to propose;

If making a complaint please be clear that this is indeed a complaint and NOT a general question, clarification or request.

Details of every complaint will be recorded in the school's **Complaints Register**.

You will receive acknowledgement of your complaint with 5 school days and the school will seek to resolve complaints within 10 school days.

This policy document is accessible through the school website and provides information on how to make a complaint.

'A complaint is the expression of dissatisfaction with any aspect of the school. It may be general, relate to a particular staff, organisational policy or decision'

Principal: MR WARREN BACHMAN
Assistant Principals: Mr Adrian Perry; Mrs Tiffany Hennessey