



Kelso State School Complaints Management Policy

At Kelso State School, effective partnerships between parents/caregivers, students and our school are important to educational success. Our school vision reinforces that belief that by working together “The future is in our hands”.

It is acknowledged that there are times when matters arise that are of concern and you may wish to discuss the situation with a member of the school staff.

Kelso State School is committed to ensuring that all concerns are dealt with in a fair and equitable manner. Our school rules apply at all times to all members of our whole school community: Be Respectful, Be Responsible and Be Safe.

How to make a Complaint:

When raising a concern, it is in the best interest of reaching a satisfactory resolution, if you:

- Provide complete and factual information in a timely manner;
- Deliver your concern in a non-threatening manner;
- Include only related matters to ensure clarity of information; and
- Focus on concerns related directly to your child.

You should be aware that if you are making a complaint about a staff member that, in most instances, the staff member will be told of the complaint and offered the right of reply.

If your complaint is with your child’s teacher or relates to an issue concerning your child’s experience at school, make an appointment with that teacher as soon as possible through the school office by telephoning 4789 6222. This provides both you and the teacher an opportunity to discuss and develop strategies to resolve the matter at this level.

Complaints Management Phases:

There are five key phases in handling and managing concerns raised from parents/caregivers, community and students.

Phase 1: Receiving and clarifying the complaint

Phase 2: Deciding how to handle the complaint

Phase 3: Investigating the complaint

Phase 4: Making a decision about the complaint

Phase 5: Informing all relevant parties about the actions

Many complaints are resolved at the first point of contact with information and/or an explanation. Some complaints may also warrant an undertaking that action will be taken to prevent the problem recurring.

If it is not possible to resolve the matter raised at the first time of contact, the concerns will be acknowledged by an appropriate person at the earliest possible time by telephone, in person or in writing, outlining the expected actions to be followed in order to resolve the matter satisfactorily and in a timely manner.

All concerns will be documented and outcomes recorded in the appropriate section on One School, the department’s corporate data base.