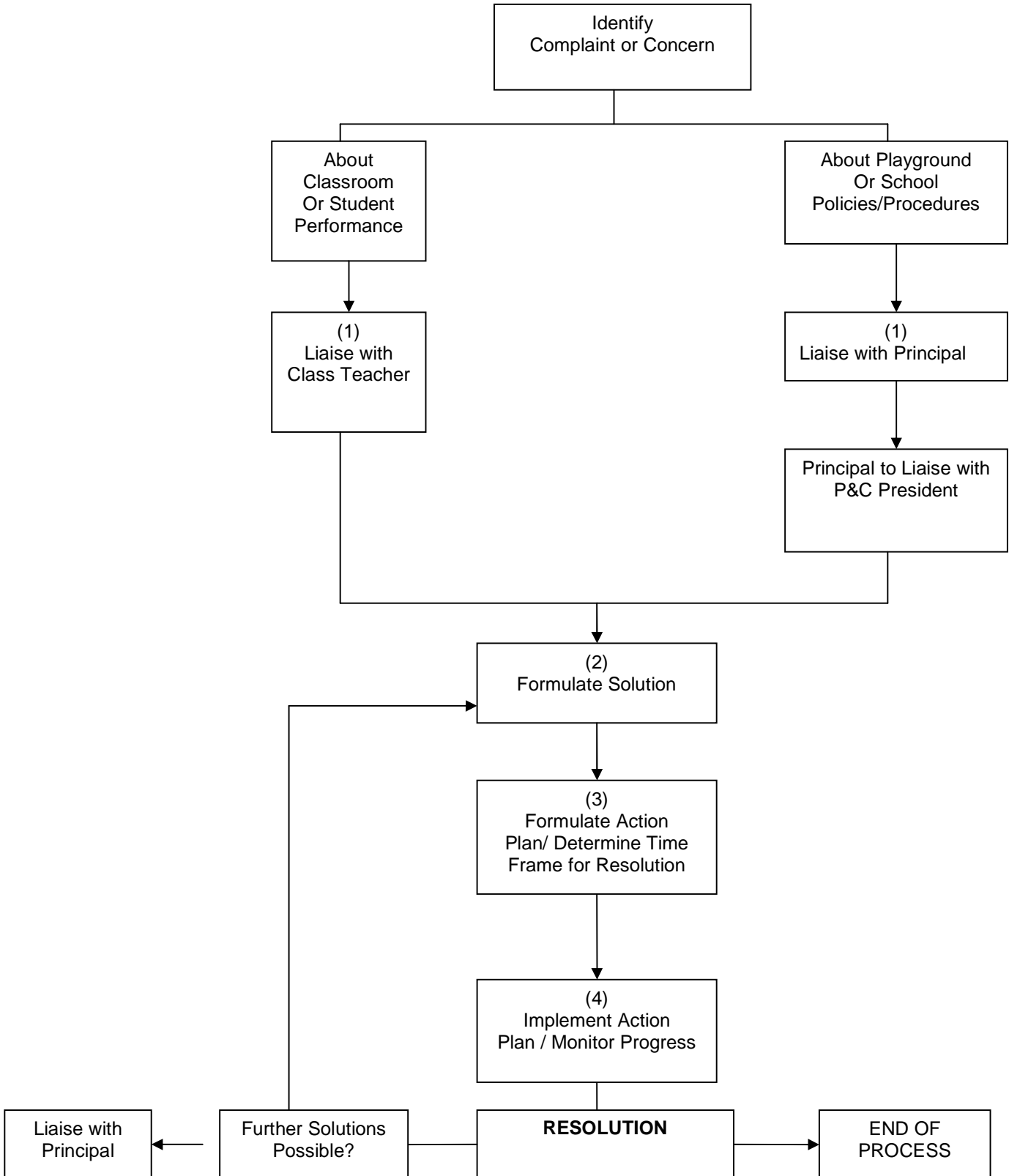


## COMPLAINT or CONCERN FLOW CHART



This policy has been developed in accordance with the Department of Education and Training Document: *Responding to Suggestions, Complaints and Allegations*, and formally outlines the procedure for making a complaint at Blacksmiths Public School.

Communication between students, parents and staff is vital to ensure positive learning outcomes for all students. The diagram above outlines the steps required to communicate and resolve any complaints that may arise.

## Blacksmiths Public School

# COMPLAINT or CONCERN PROCEDURES

### 1. **Liaise with the Class Teacher**

To effectively communicate the issue causing concern, both parties need to clarify events and exchange facts. Please complete a *Complaint Form*, and have both parties sign and date it.

### 2. **Formulate a Solution**

To create a solution, both parties need to listen, explain their point of view and consider the other person's point of view. Document, sign and date the *Complaint Action Form*.

### 3. **Formulate Action Plan/Determine Time Frame for Resolution**

To resolve the complaint, both parties need to negotiate the best procedure to affect resolution. A realistic time frame for resolution should also be set. Document, sign and date the *Complaint Action Form*.

### 4. **Implement Action Plan/Monitor Progress**

To affect resolution, both parties need to adhere to the action plan, and through direct communication monitor progress of the situation. Adjustment of the action plan to suit changing needs should be discussed as required. Regular meetings to monitor progress should occur. Both parties should negotiate the frequency of these meetings. Document, sign and date the ***Complaint Action Form*** after every meeting.

### 5. **Resolution**

If the complaint has now been resolved, the procedure can end. If not, and further solutions are possible, please repeat the procedure from step 2.0.

If a resolution is not reached, and no further solutions can be devised, please refer the matter to the Principal.

If the complaint procedure involves the Principal, and a resolution is not reached, please refer the matter to the School Education Director, Swansea District Office, telephone: 49 723000.