



## COMPLAINTS MANAGEMENT

### CMMS-CM-POL 0-01

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## 1 Overview

The Education Act 1999 has, as a condition of registration and re-registration, a requirement that a school has a dispute resolution procedure.

A complaint is an expression of dissatisfaction with a real or perceived problem.

A complaint may be made about the school as a whole, a specific department in the school, an individual member of staff, or another member of the school community.

All complaints need to be handled seriously.

## 2 Purpose

Problems are likely to arise if parents feel that the school is not open to their concerns. It is better to have a direct complaint to a member of staff than to have parents sharing their dissatisfaction with others. Parents like to feel valued and involved with the school and they are encouraged to voice their concerns.

An effective complaint procedure can diffuse problems and provide the management of the school with helpful information. Even an unjustified complaint may indicate an area that can be improved.

## 3 Scope

The principles surrounding this policy:

- the school is open to the concerns of parents and students
- complaints are received in a positive manner
- parents and students can expect to be taken seriously and can approach any member of staff about their concerns
- concerns are dealt with as speedily as possible and those who have raised them are kept informed about progress
- it is not acceptable for students to receive adverse treatment because they or their parents have raised a complaint
- confidentiality is respected and maintained so far as is possible
- clear confidential files and a record are kept
- resolution of the matter is sought
- communication from the school is clear and unambiguous
- staff are trained in the handling of complaints

#### **4 Policy Statement**

Casa Mia Montessori School will treat complaints as constructive suggestions which may be used to improve standards and may prevent cause for further complaint.

#### **5 Responsibilities**

Principal, Administration Office and all educational staff.

##### **5.1 Monitoring**

Principal, Business Manager and teaching staff

##### **5.2 Review**

Principal and administration and educational staff

#### **6. Related documents**

- 6.1** Complaints procedure
- 6.2** Concerns and complaints pamphlet
- 6.3** Acknowledgment of complaint letter
- 6.4** Complaints register form
- 6.4** Complaints management flow chart