

Procedures for making complaints

School-level resolution

Stage 1: Discussion with staff member

Contact the class teacher or other relevant staff member to discuss your complaint. This is best done by making an appointment through the school office. The staff will work with you to resolve the problem.

Stage 2: Review or investigation at the school level

Contact the principal who will work with you and the staff member to resolve the problem. You may wish to formalise your complaint. To do this, you may write to the principal who will acknowledge the complaint with a written reply as soon as possible, even if a resolution is not available at this stage.

The principal will consider the issue and identify what action is to be taken and by when, and will clarify the process if a formal complaint is to proceed. The principal may seek the support of the Coordinator, Regional Operations or other relevant regional, or central office staff. This action and timeline will be confirmed with you in writing.

You should be aware that when a complaint is made in writing about the performance of an individual staff member, that staff member will receive documentation of the substance of the complaint.

You may enquire as to the progress of your complaint at any time by directly contacting the appropriate person. At the time of lodging a verbal complaint, or in the acknowledgment letter for a written complaint, this person will be identified for you.

We will advise you verbally or in writing of the outcome of the complaint. The outcome of all written complaints will be provided to you in writing.

Regional-level resolution

Stage 3: Regional Resolution

If resolution is not reached at the school level or, if the principal is the subject of your complaint, contact the Coordinator, Regional Operations at your Regional Education Office for assistance in resolving the issue. This will involve an independent review of the situation and may include mediation. The Coordinator, Regional Operations can be contacted through your Regional Education Office:

Sue Cuneo
Regional Executive Director
South Metropolitan Education Region
184 Hampton Road
South Fremantle WA 6162
Phone: (08) 9336 9563
Fax: (08) 9430 8028
Email:
SouthMetroRegionalEdOffice@education.wa.edu.au

Central Resolution

Stage 4: Formal Complaints

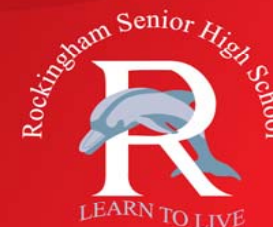
In those exceptional circumstances where a complaint relates to the alleged improper conduct of a department employee, the complaint should be forwarded to:

PRIVATE AND CONFIDENTIAL
Executive Director
Professional Standards and Conduct
Department of Education
151 Royal Street

Rejecting a Complaint

Complaints judged to be vexatious, trivial or without substance, or where it is judged to not warrant further action, will not be progressed. You will be advised of this decision in writing.

COMPLAINTS MANAGEMENT



An Independent Public School

Talking to Rockingham Senior High School

The relationship between the home and the school plays a very important part in a child's education.

We cannot overestimate the critical role parents play in successful learning: parents contribute much to their child's development and are among the most important influences on the way in which the child approaches learning.

Teachers are responsible for the more formal aspects of children's learning, and successful teaching builds on the home experiences of the child. This is most effective where there is an active partnership with parents.

Two-way communication is a critical factor in the partnership between parents and the school. Where a partnership exists, it is easier for parents to feel confident about the teaching and learning taking place in the classroom and to solve problems.

What might you talk to your school about?

- Issues particular to your child, such as attitude, academic progress, behaviour, attendance, social and emotional needs, medical issues.
- School or class issues, such as quality of teaching, homework, learning environment, pastoral care, school policies and procedures, conduct of staff
- Access to support services, such as school and regional level student services, visiting teachers, specialist facilities, programs for students experiencing difficulties with learning, programs for gifted and talented students, instrumental music program.

Rockingham Senior High School Complaints Management

This process is designed to create a strong and reliable partnership between parents and schools. Parents and other school community members must be confident that staff will listen and respond to their needs and concerns.

This document sets out the process for students, parents, members of the community and Department of Education staff in their private capacity to have enquires, concerns and complaints addressed by the Department of Education.

This document is not applicable to complaints made by department employees that are employment related.

Staff at Rockingham Senior High School are responsible for managing the resolution of disputes and complaints lodged with us.

We will make every effort to promptly resolve disputes and complaints lodged with us according to the principles of procedural fairness.

Where we cannot resolve a complaint, the complainant, Principal or District Director can forward written complaints to the Director General of the Department of Education.

What can you do if you have a problem?

Seeking information as early as possible can solve many problems. If you have any questions or concerns about your child's progress, the homework set or the assessment procedures, contact the class teacher. The best way to do this is to contact the school office to arrange a mutually convenient time for a telephone conversation or meeting.

Making a Complaint

Complaints can be made:

- Verbally;
- By letter;
- By email; or
- By fax.

Help is available at the school to support complainants to formulate, write and lodge a complaint. Complaints can be lodged with the school using any of the contact methods listed above. Written complaints should be addressed:

"PRIVATE AND CONFIDENTIAL"

The Principal
Rockingham Senior High School
PO Box 786
ROCKINGHAM WA 6968

You should provide the following information when making a complaint:

- Your name and contact details
- Copies of any relevant correspondence or documents relating directly to the complaint
- The nature of the complaint, and
- What you consider is needed to resolve the complaint.

In the case of a verbal complaint, where you do not want to be identified or to lodge the complaint in writing, we will endeavour to work directly with you to resolve the matter.

We will acknowledge written complaints within 5 school days. We seek to resolve local complaints within 14 school days. If because of the serious nature of the complaint, it is deemed necessary to forward it on to another section of the Department, we will do this without delay.

In all cases you will be kept informed of the progress of your complaint.