



KARDINYA PRIMARY SCHOOL  
Learning for Life

# COMMUNICATIONS POLICY

Ratified by:	Date available	Date approved
Leadership Team	27-6-2023	4-9-2023
School Board	30-8-2023	5-9-2023
Review Date	September 2026	

## **OBJECTIVES**

- To ensure that complaints lodged at this school are resolved in a prompt and efficient manner.
- To promote the highest standard of professionalism in dealing with our community.

## **RATIONALE**

At Kardinya Primary School our staff acknowledges any concerns or complaints from parents and other school community members and welcomes any questions or feedback. Parents and school community members can be confident that staff will listen and respond to their needs and concerns. Staff at this 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. Our school will maintain processes to ensure concerns and complaints are addressed promptly and in accordance with the principles of natural justice. Every effort will be made to resolve any issues at the local level.

This policy is based on good practice and system wide policy from the Department of Education. It ensures that concerns and complaints are dealt with promptly, consistently and fairly and contribute to continuous improvement.

### **Principles Underlying the Policy**

- In all matters the educational well-being of students is the first priority.
- All persons in the school community, including students, parents, administrators, teachers, and support staff, have a right to be treated with respect and courtesy.
- Parents and community members can raise concerns and complaints about any aspect of school life and have them dealt with fairly and promptly.
- Processes for managing concerns or complaints are straightforward, reflect principles of natural justice and operate within the regulatory framework of the Department of Education.
- Where we cannot resolve a complaint, the complainant, Principal or Coordinator Regional Operations- South Metropolitan Regional Office can forward written complaints to the Director General of the Department of Education.

## **DEALING WITH AN ISSUE**

We would like to remind parents of the appropriate lines of communication to follow if an issue comes up with their child. It is the best interests of everybody involved if class teachers are approached first for assistance or clarification. This allows school staff to investigate the concern in an impartial manner that is fair to all parties concerned. Often, what is relayed at home isn't always the full story, so by utilising the correct lines of inquiry, we have the best chance of resolving the issue. While we take all concerns seriously, it is important for all of us to remember that we are dealing with young children. In many cases, they are still learning how to regulate their emotions, behaviour, and social skills. Labelling of children through social media or gossip isn't fair; especially when all the facts are not established.

At Kardinya Primary School situations of conflict sometimes occur. It is of vital importance that if you have an issue, you make your child's teacher your first port of call. Often small issues can be 'nipped in the bud' and it is almost always beneficial to gain the perspective of the professional who works directly with your child.

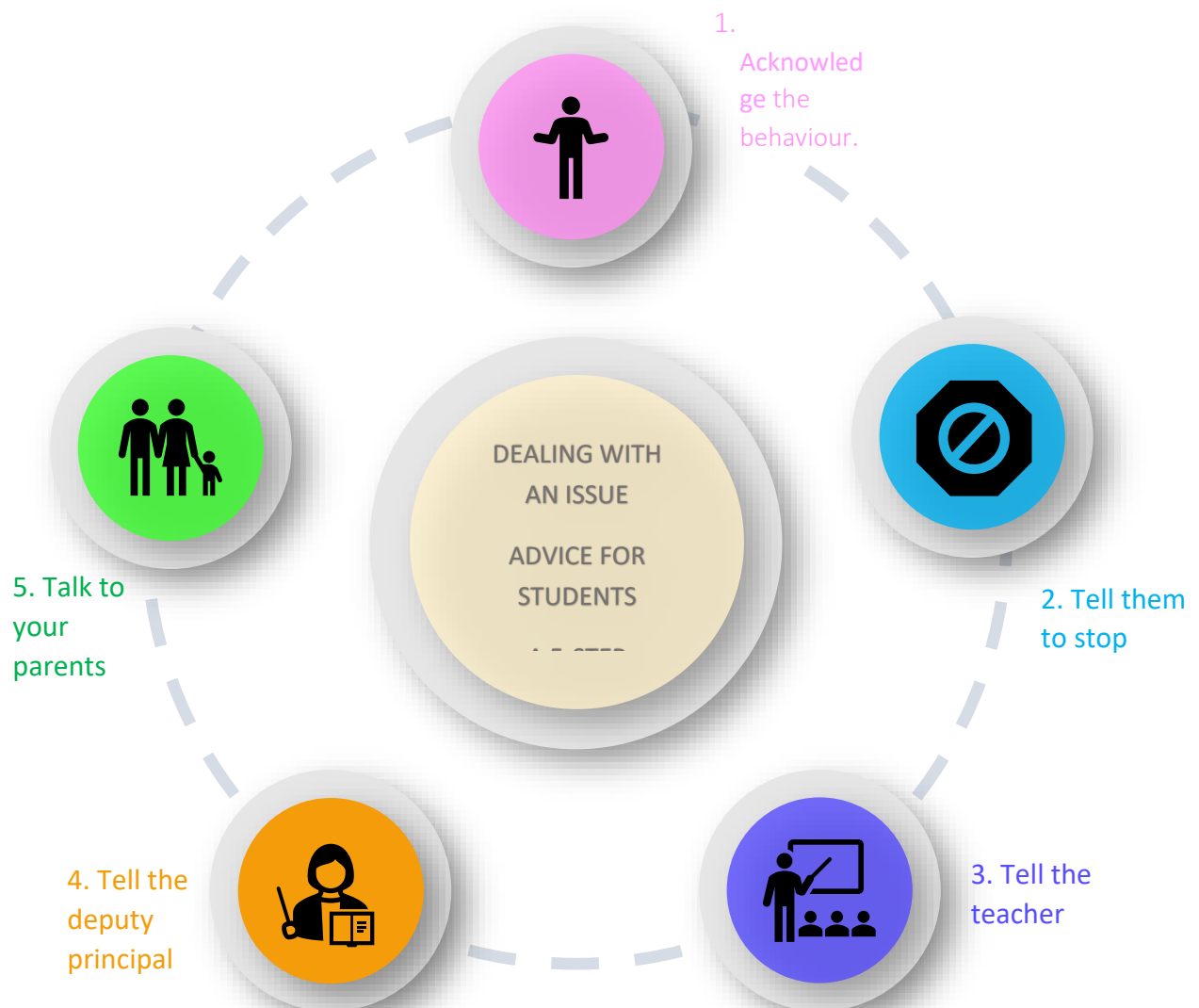
The staff at KPS support the development of solutions for you and students to resolve issues that may exist within our school. There is a role, in most circumstances, for students, parents, staff and the school to play within the solution/strategies we agree on. Like all teams, if someone is not prepared to complete their role or if a team member works in the background to undermine or discredit another team member, success is very unlikely. Our families and workplace are full of teams, so we expect you have experienced and understand the principle we are referring to.

If a situation persists, despite your contact with the class teacher, please feel free to contact the administration team for further assistance. As a general guide-

- Mrs Allison oversees SAER children (students at educational risk) in K-2.
- Mrs Neve manages student behaviour and pastoral care.
- Mrs Clark, our school principal, can be contacted for more complex issues.

For general classroom issues, Mrs Allison is the line manager for the K-1 phase, Ms Clark for Years 2-3 and Mrs Neve for Years 4-6.

We hope the guidelines above will facilitate open lines of communication and greater clarity for all parents. Thank you for your ongoing support for the students and staff at Kardinya Primary School.



## **BROAD GUIDELINES**

- Complaints can be made verbally or in writing.
- A complaint can be made about the provision of education or conduct of any Department employee.
- An employee who is subject to a complaint is entitled to be informed of the substance of the complaint.
- Members of the school executive will maintain confidentiality and impartiality when dealing with each matter and seek to resolve matters at the school level where possible.
- Persons lodging a complaint are welcome to have a friend or advisor present during any discussions.
- Help is available at the school to support complainants to formulate, write and lodge a complaint. Written complaints should be addressed:

## **“PRIVATE AND CONFIDENTIAL”**

The Principal  
Kardinya Primary School  
Ochiltree Way  
Kardinya WA 6163

### **Minimum information when making a complaint:**

You should provide the following information when making a complaint:

- your name and contact details;
- the nature/details 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.

If a verbal complaint is complex or very serious the complainant may be required to restate the complaint in writing or sign a written summary prepared by the Principal.

A written or verbal complaint which contains personal abuse, inflammatory statements or material that is clearly intended to intimidate will not be addressed and the complainant will be informed accordingly.

### **Responsiveness:**

We will acknowledge receipt of written complaints within 5 school days. We seek to resolve local complaints within 14 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.

### **Enquiring on complaint progress:**

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.

**Outcome of a complaint:**

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.

**When a complainant is unhappy with the outcome of a complaint:**

If you are not satisfied with our attempts to resolve your complaint, you may wish to express your concerns to the Coordinator of Regional Operations South Metropolitan District, at the Regional Education Office for assistance in resolving the issue. This will involve an independent review of the situation and may include mediation.

**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.

**DEFINITIONS****Complaint**

The expression of dissatisfaction with any aspect of government education and training. It may be general in nature or relate to staff, a part of the organisation, a policy, or a decision. Any person may lodge a complaint; however, staff employed by the Department of Education cannot use this process if they are acting in an official capacity. A complaint must contain sufficient detail to enable it to be addressed and recorded.

**Procedural Fairness**

A process that demonstrates procedural fairness is one in which:

- decision makers act fairly and provide reasons for decisions
- the person affected is given a fair hearing
- all parties to a matter have an opportunity to appeal their case where an adverse decision or finding is made; and
- all relevant arguments are considered, and irrelevant arguments are excluded.

**Locally Managed Complaint**

A verbal or written complaint made in relation to a school or staff member and managed by the school.

**Centrally Managed Complaint**

A complaint lodged in writing with the Director General of the Department of Education and managed at Central Office. Such complaints may be redirected to the local level to be managed if it is deemed appropriate.

**Complainant**

A person or persons lodging a complaint.

