



## Camboon Primary School

### Complaints Management Policy

#### **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.

#### **Policy:**

Staff at this school are responsible for managing the resolution of disputes and complaints lodged with us.

We will make every effort to resolve a complaint. The complainant, Principal or Regional Director can forward written complaints to the Director General of Education.

#### **Making a Complaint**

Complaints can be made in writing.

Complaints should be addressed:

“Private and Confidential”  
Principal  
Camboon Primary School  
Forder Road  
Noranda WA 6062

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

You should provide the following information:

- Your name and contact detail;
- 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.

**Responsiveness**

We will acknowledge written complaints within 5 school days. We seek to resolve local complaints within 14 days. If because of extenuating circumstances with 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 a complaints progress:**

You may enquire as to the progress of your complaint at any time by directly contacting the appropriate person.

**Outcome of a complaint:**

We will advise you verbally or in writing of the outcome of the complaint depending on the circumstances at the time.

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

If you are unsatisfied with our attempts to resolve your complaint, you may wish to express your concerns to the Regional Director. To do this contact

Mr Jim Webb  
Executive Regional Director  
North Metropolitan Education Region  
Level 2, 1 Puccini Court  
Stirling WA 6021  
(PO Box 1126 Innaloo City WA 6918)

It is preferable that this request be made in writing.

**Rejecting a Complaint:**

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