

Complaint Handling Procedure

Purpose	This information will assist students and parents who are raising concerns or making a complaint that is related to the school or the student's education.
General Points	<p>Consider the following:</p> <ul style="list-style-type: none"> • Your Class Teacher or Mentor/Guardian should always be your first point of contact; Concerns are best resolved at classroom level if possible; • You can withdraw your complaint at any time; • It may not always be possible to resolve an issue to your complete satisfaction.
How to raise an issue or make a complaint	
Clarify the issue (what is the problem?)	<p>Before you approach any representatives of the school including your class teacher/ Mentor:</p> <ul style="list-style-type: none"> • Be clear about the topic or issue you want to discuss; • Focus on the things that genuinely affect you or your child; • Always remain calm and remember you may not have all the facts relating to the circumstances of the topic or issue you wish to discuss; • Think about what an acceptable outcome would be for you and your child; • Be informed; check the school's policies or guidelines, where relevant; • ask for a copy of the school's Complaints policy.
Contact the school	<p>There are a number of ways you can raise any concerns you have about your child. You can:</p> <ul style="list-style-type: none"> • Write a note or email to your Class Teacher/Mentor outlining your concerns • Make an appointment to speak on the phone or in person with the Class Teacher/Mentor/ Guardian; ensuring that you inform the school about the issue you wish to discuss • Arrange any meetings or phone calls through the school office (this is more convenient for both you and your child's teacher and does not interrupt teachers during the time they need to be with their students). • Remember that the Class Teacher/Mentor/ Guardian, together with others who may be involved, should be given a reasonable amount of time to take the steps required to resolve or address your concerns.
Contact the Co-ordinator or Head of School	<p>Many concerns are resolved by following the first two steps above. However, if the issue remains unresolved after you have approached your child's teacher or other school staff you can then ask to see the relevant Deputy Head of School or the Head of School. To do this, you will need to request an appointment through the school office. Be aware that:</p> <ul style="list-style-type: none"> • The Head of School may ask another senior staff member to speak with you on their behalf. • If a teacher is going to be present at the meeting it is more likely to occur outside of classroom hours <p>If your concern is related to issues of school policy, these should be raised more formally (in writing) with the Head of School or Deputy Head of School.</p>
Contact the School Council	<p>If you still feel that your complaint has not been addressed satisfactorily after speaking to the teacher and the Head of School, you can then contact the School Council. Letters to the School Council should be addressed to the Chair of the School Council c/ the school office at Middle Cove.</p>
How to lodge a complaint in writing	<p>You can send your complaint by mail or email. Written complaints should be addressed to:</p> <p>Head of School Glenaeon Rudolf Steiner School, 5A Glenroy Avenue Middle Cove NSW 2068 Email: andrewh@glenaeon.nsw.edu.au</p>
Formal Complaints	<p>If a formal complaint is made or a conflict arises that cannot be resolved through the processes described above the school representative, most usually the Head of School will maintain a formal record of your complaint and endeavor to:</p> <ul style="list-style-type: none"> • Determine the appropriate form of complaints resolution procedure • Seek agreement from interested parties as to the procedure being engaged
Possible options for resolution	<p>Various courses of action may be considered depending on the nature of the complaint:</p> <ul style="list-style-type: none"> • Investigation and reporting back to the complainant • Three-way meeting with the complainant, teacher and support person/s • Internal mediation • External mediation
Investigation & reporting options	<ul style="list-style-type: none"> • Interview those involved to ascertain the circumstances of the 'incident'; determine what if any action needs to be taken to resolve the 'issue'; report to the complainant as to the proposed action

- As relevant conduct evaluation of teacher(s) and/or student(s), determine if action is needed and report appropriately the outcome of any action
- Hold a three-way meeting with the complainant, teacher and support person(s)
- Seek a meeting with any other interested parties and appropriate support person(s)
- Build a picture of the 'incident' from the involved parties
- Determine the 'issues' at the heart of the complaint
- Seek agreement as to how the issues might be resolved

Internal Mediation

Use appropriate persons and mediation processes to bring about resolution.

External Mediation

- Seek the agreement of the school and the complainant as to the cost-sharing arrangements.
- Ensure that each complainant or appellant has an opportunity to present his or her case at minimal or no cost to him or herself.
- Use appropriate external expertise and mediation processes to bring about resolution

Notes on Procedure

- Confidentiality is to be maintained to protect all parties.
- All meetings must be documented and a written record of the complaint or appeal must be kept.
- Records of Complaint and meeting records are to be kept with the Head of School.
- The complainant or appellant is to be given a written statement of the outcome of their complaint and/or appeal including details of the reasons for the outcome.
- The process should commence within 10 working days of the formal lodgement of the complaint or appeal and supporting information and all reasonable measures should be taken to finalise the process as soon as is practicable.

Child Protection Allegations

All allegations must be passed on to the nominated Child Protection Officer - Head of School - Andrew Hill

Related Policies

[Complaint Handling Policy](#)
[Vexatious Complaint Criteria](#)