



Complaints Handling Procedures

Bundeena PS School Complaints Handling Procedures reflect and align with:

- NSW Department of Education policy on complaints handling
<https://policies.education.nsw.gov.au/policy-library/policies/complaints-handling-policy>
- NSW Department of Education School Community and Consumer Complaint Procedure
[https://policies.education.nsw.gov.au/policy-library/associated-documents/School-complaint-procedure AC.pdf](https://policies.education.nsw.gov.au/policy-library/associated-documents/School-complaint-procedure_AC.pdf)

Bundeena PS is committed to the highest standards of conduct in public education, training and administration. Complaint handling in the Department of Education is fair, efficient and accessible. The Department has a respectful and productive workplace culture where consumers, members of the community and staff can raise their concerns directly.

Implementation

CONCERN	APPROPRIATE ACTION
The academic progress of own child	<ul style="list-style-type: none"> ■ Directly contact the child’s teacher either by note, by phone or in person to arrange a suitable time to discuss any issues.
The wellbeing of own child	<ul style="list-style-type: none"> ■ For minor issues directly contact your child’s teacher to clarify information. ■ For more serious concerns, contact the office. State the nature of concern and arrange a suitable time to talk with the class teacher or appropriate staff member. ■ To convey information about a change of address, telephone number, emergency contact, custody details, health issues etc please contact the office.
Actions of other students	<ul style="list-style-type: none"> ■ Contact the class teacher for a classroom problem. ■ Contact the stage supervisor or principal for playground problems.
School policy or practice	<ul style="list-style-type: none"> ■ Contact the office. State nature of concern and make an appointment to see the principal and/or appropriate member of staff.
Actions of a staff member	<ul style="list-style-type: none"> ■ Contact the office and state concerns to the principal. ■ Arrange to meet directly with the principal and/or staff member concerned.

If you have a complaint, compliment or suggestion about any aspect of Bundeena PS please contact us either person, by email, by telephone or by using the form <https://education.nsw.gov.au/about-us/rights-and-accountability/complaints-compliments-and-suggestions/complaint-compliment-suggestion-form>

Responsibilities

The principal:

- manages individual complaints in accordance with this policy and procedures, when appropriate
- reviews complaint outcomes and management
- escalates high risk and systematic issues arising from complaints
- identifies and support complaint managers to manage complaints in accordance with this policy and procedures
- encourages staff to resolve concerns directly wherever possible
- supports all staff involved in the complaints process.

All staff:

- treats all people with respect including people who make a complaint and any person who is the subject of a complaint
- reads and complies with this complaints policy and procedures
- identifies when complaints are being made and assists people to make complaints if they wish to do so
- responds to individual complaints, when requested
- escalates certain complaints and reviews of complaint handling to more senior staff, if necessary.

Evaluation and monitoring

At Bundeena PS the principal and executive team monitor the complaints handling process annually. Table annually at P&C.

Table annually at whole staff meeting.

Table annually in newsletter.