



COMPLAINTS HANDLING PROCEDURE POLICY

Rationale

- 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.
- Complaints can undermine the effectiveness of an organisation if not addressed appropriately.
- Complaints need to be managed in a known, timely and sensitive manner that takes into account the perspectives of all parties: including staff, students, parents/carers and community members.

See the Department of Education Complaints Handling policy

<https://education.nsw.gov.au/policy-library/policies/complaints-handling-policy?refid=285851>

See Complaints and compliments form (This form is attached in the pdf)

https://education.nsw.gov.au/media/c-and-e/complaints_and_compliments_form.pdf

Outcomes

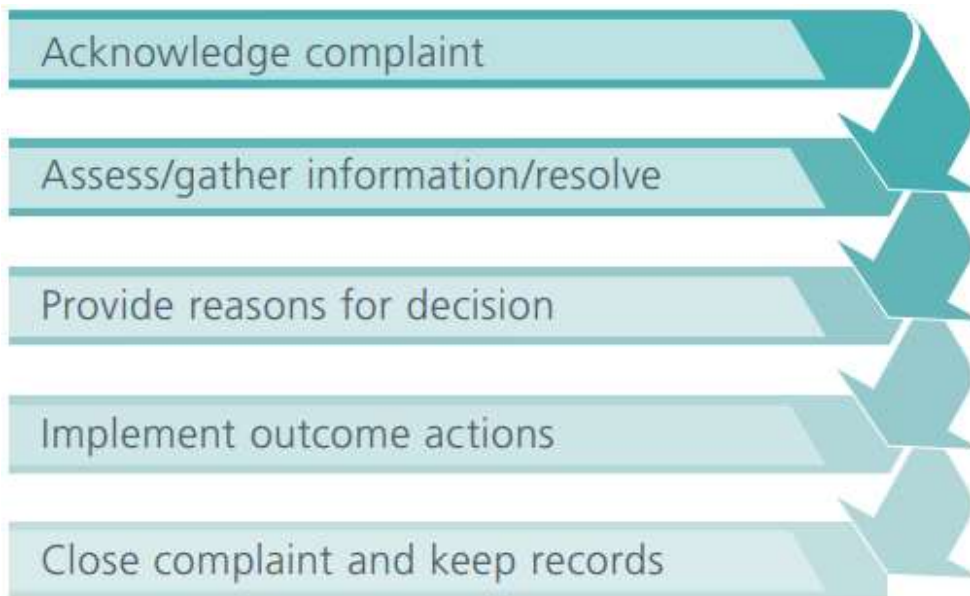
- Prompt, impartial and just resolutions of difficulties, grievances and complaints raised by staff, parents/carers. Community members and/or students.
- Respectful treatment of complainants.
- Providing information about making complaints and ensuring that it is accessible to complainants.
- Good communication with complainants about the status of their complaints.
- Taking ownership of complaints and ensuring that people who are responding to complaints are supported.

Implementation

- Where appropriate, a timely and informal resolution to complaints and grievances should be sought
- Complaints may be made verbally or in written form.
- A staff member who receives a complaint will need to assess the seriousness and nature of the complaint and whether it is appropriate to manage informally and without delay or whether it should be referred to a supervisor or the principal for a more formal resolution.

- Any complaint that seriously breaches the Code of Conduct or which has Child Protection implications will always be deemed as requiring formal resolution. Note this does not exclude other less serious complaints also being identified as requiring a formal resolution.
- Where an informal resolution is appropriate, a written record should be made of the issue and action and maintained on the relevant file. Where a more formal resolution is required, the executive overseeing the resolution will need to identify which procedural approach is required.
 - Remedy and systems improvement
 - Negotiation
 - Investigation

The five key stages of managing a complaint are:



Executive should refer to the DET Complaints Handling Policy and Guidelines for procedures, relevant checklists and flowcharts and proformas to guide and support the system of formal resolution.

Evaluation

- Annually, by the Executive team

Complaints and compliments form

If you have a complaint, compliment or suggestion about any aspect of our school services we're keen to hear from you.

Please complete this form **in English**, and send it to either the school principal or the Director of School Education in your area.

To find out the name of the person, and their mail, fax or email details:

- ask the administrative officer at the school, or
- call the Department's switchboard on 02 9561 8000.

General information

Please select from the following. This is a:

complaint compliment suggestion

Please select from the following. I am a/an:

parent student supplier contractor member of the public employee

Your details (*you must provide these details)

*First name

*Family name

*Street Address

*Suburb

*Postcode

*Phone

Email address

Compliment or suggestion

Complaint details

- Please set out your information as clearly and as briefly as possible.
- Focus on facts.
- Mention the steps you have taken to resolve the problem.
- Have you raised this complaint with anyone before? If so, who did you speak to and what was the result?
- What is the result you are seeking?

Note: You can provide details of your complaint on a separate piece of paper if you need more space. Please attach it to this form when you send it to us.

Do you require an interpreter?

Yes

No

If so which language?

Please provide details of any disability or special need that we should consider when communicating with you.

Date

*Please note

If you require an interpreter to help you to get more information please call the interpreter service on 131 450. Tell the operator which language you need and the phone number of the person you want to contact. The operator will get an interpreter on the line to assist you with your conversation. You will not be charged for this service.

Confidentiality

Your personal information and details of your complaint will remain confidential. However, the information you provide may be provided to the NSW Ombudsman, the Independent Commission against Corruption or the NSW Police if required.

For more information visit:

<http://www.dec.nsw.gov.au/about-us/how-we-operate/how-we-handle-complaints/>