1. Rationale

Burwood East Primary School’s approach to handling concerns and complaints is based on the values:
• providing a safe and supportive learning environment
• building relationships between students, parents and staff
• providing a safe working environment for staff.

2. Guidelines

When addressing concerns and complaints Burwood East Primary School expects all parties will:
• maintain the confidentiality of all parties, in line with Departmental policy and legislative requirements
• acknowledge that their common goal is to achieve an outcome acceptable to all parties
• act in good faith and in a calm and courteous manner
• show respect and understanding of each other’s point of view and value difference, rather than judge and blame
• recognise that all parties have rights and responsibilities which must be balanced.
• be advised by the Principal about their right to advocacy when communicating the issues involved in their complaint and in negotiating an outcome.
• Parents can refer to the parent complaints website: www.education.vic.gov.au/about/contact/parentcomplaint.htm

In addition to the expectations of all parties above, Burwood East Primary School will address complaints:
• courteously
• efficiently
• fairly
• promptly, within timelines agreed with the person with the concern or complaint (where possible concerns or complaints should be addressed within 20 school days)
• in accordance with due process and where appropriate, the principles of natural justice and the Department’s regulatory framework.
3. Implementation

These procedures cover concerns and complaints about:
• general issues of student behaviour that are contrary to the school’s code of conduct
• incidents of bullying or harassment in the classroom or the school yard
• learning programs, assessment and reporting of student learning
• communication with parents
• school fees and payments
• general administrative issues
• any other school-related matters except as detailed below.

These matters do not cover matters for which there are existing rights of review or appeal, as detailed in the **Victorian Government Schools Reference Guide**.

Those matters include:
• student discipline matters involving expulsions
• complaints about employee conduct or performance and complaints that should be dealt with by performance management, grievance resolution or disciplinary action
• complaints by the Department’s employees related to their employment
• student critical incident matters
• other criminal matters.

**APPROVED: 2015**