

Parent Leaflet - Complaints Procedure



Bethel Christian School welcomes suggestions and comments from parents and takes seriously complaints and concerns that may be raised. This leaflet will show you how to use our complaints procedure.

A complaint will be treated as an expression of genuine dissatisfaction that needs a response.

We wish to ensure that:

- parents wishing to make a complaint know how to do so
- we respond to complaints within a reasonable time and in a respectful and efficient way
- parents realise that we listen and take complaints seriously
- we take action where appropriate

“How should I complain?”

When making a complaint please follow the following steps:

1. Approach the administration or teacher directly either by making a telephone call, arranging a meeting or in writing.
2. On school issues a parent should not approach a child or a child’s parent directly. All contact must go through the school and a meeting may be arranged.
3. With any issues involving an Educational Assistant or ancillary worker, they should contact the class teacher responsible or administration (Principal).
4. They should maintain confidentiality. (Including not talking about the incident with other parents).
5. Be confident that the school will investigate the incident or complaint thoroughly and endeavour to seek a suitable resolution.

Note: If requested parents must attend a meeting arranged by the school.

“I don’t want to complain as such, but there is something bothering me”

It is the staff’s desire that we work together as a TEAM in your child’s education. If you have a concern about anything please make an appointment to see your child’s class teacher or the Principal to talk about it.

We are here to help and we aim to make your time at Bethel a positive one.

If in doubt contact the school as we are here to partner with you in your child’s education.

“What about confidentiality?”

Your complaint or concern will be treated in a confidential manner. Knowledge of it will be limited to the Principal and those directly involved. The Chairman of the School Board may also need to be informed if a complaint is serious.

It is the school’s policy that complaints made by parents should not rebound adversely on their children.

We cannot entirely rule out the need to make third parties outside the school aware of the complaint and possibly also the identity of those involved. This would only be likely to

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happen where, for example, a child's safety was at risk, legal advice was required or it becomes necessary to refer matters to the Police.

While information relating to specific complaints will be kept confidentially on file, we would point out that anonymous complaints might not be pursued.

Action, which needed to be taken under staff disciplinary procedures as a result of complaints, would be handled confidentially within the school.

“What if I am not satisfied with the outcome of a complaint made?”

We would hope that in most situations together we could reach a satisfactory outcome, or at least your concerns have been fully and fairly considered.

If you are not satisfied, the Principal will offer to refer the matter to the Chairman of the School Board. A letter would need to be written to the Board, the Principal would also present a full report to the Board. The Chairman of the Board may then decide to send the matter to a Conciliation Committee. The parent would be required to address this committee at some point. (You would be able to bring a support person to this committee meeting if you needed such support).

Final Comments:

The school recognises and acknowledges your entitlement to complain and we hope to work with you in the best interests of the children and young people in our care.

Staff at the school will be engaging in small group session involving Peacemaker Principles from the Peacewise program. The school would like to offer these courses to parents also in 2010, so will be advertising about when these sessions will be running.

Finally our school's Motto "Growing Up Into Christ" is accompanied by the scripture in Ephesians 4:15 which reads "*Instead, speaking the truth in love, we will in all things grow up into him who is the Head, that is, Christ*".

Part of working through an issue or a complaint is this scripture, we speak the truth in love, work through the issue and can move on to the future working together for the well being of the children in our care.

Supporting Documents:

Flowchart of Complaints Procedure
Complaints and Disputes Policy
Bullying Policy