



St Jude's Primary School

Complaints Policy

CE Related Policies

Child Protection ACT Child Protection (ACT)
Complaints- Intake and Management Policy
Complaints Policy

School related policies

Communication Policy

Purpose

This policy outlines the procedure to be followed after a parent or community member has made a complaint concerning an incident in the school.

Policy

All complaints made to this school will be followed through and dealt within an appropriate manner. This policy deals with minor complaints regarding issues such as homework, notes home or playground matters.

Definitions

Nil

Procedures

Parents making a complaint are advised to seek clarification from the teacher involved.

Following a complaint from a parent or community member the Principal or Leadership Team member must determine if the complaint falls under the Child Protection Legislation.

If the complaint does not fall under Child Protection Legislation, then the Principal or Leadership Team member will talk with the teacher or staff member concerned to determine the nature of the problem. The information received will be communicated to the parent by phone, letter or by a face to face meeting.

References

Nil

Forms

Nil



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Approved by: Peter Galvin

Issuing Group: Peter Galvin and Dan Fulton

Policy updated: 2015

Supersedes Policy Dated: 2012

Revision Date: 2018