



St Jude's Primary School **Complaints Policy**

Related Policies

CEO Policies and Procedures

Child Protection ACT

Child Protection (ACT) Responding to Complaints against Employees

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 with in 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 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

Approved by:

Issuing Group:

Implementation Date:

Supersedes Policy Dated:

Revision Date: