

KELMSCOTT SENIOR HIGH SCHOOL

Complaints Management

At Kelmscott Senior High School we value parents as partners in your child's education. At all stages, staff will work with you to work out an agreed plan of action and timeline if you have a concern. Staff will help you:

- obtain information about school policies and procedures
- make enquiries about student programs, performance and behaviour
- clarify a problem and register a concern with the school
- direct letters of enquiry or complaint.

STEPS FOR PARENTS

SCHOOL LEVEL RESOLUTION

Stage 1 - Review and Clarify

You should discuss the issues with your child, ensuring that you have as much information as possible. You may then be able to solve the problem by providing your child with appropriate advice or direction. If this is not successful or appropriate, you should quickly move to Step 2.

Stage 2 - Discussion with staff member

Contact the class teacher, Head of Learning Area or Deputy Principal to discuss your complaint. This is best done by making an appointment through the school's Administration office. The staff will work with you to resolve the problem.

Stage 3 - Review or investigation at the school level

Contact the principal who will work with you and the staff member to resolve the problem. You may wish to formalise your complaint. To do this, you may write to the principal who will acknowledge the complaint with a written reply as soon as possible, even if a resolution is not available at this stage.

The principal will consider the issue and identify what action is to be taken and by when, and will clarify the process if a formal complaint is to proceed. The principal may seek the support of the Manager District Operations or other relevant district staff. The action to be undertaken and timeline will be confirmed with you in writing.

DISTRICT LEVEL RESOLUTION

Stage 4 - District resolution

If resolution is not reached at the school level, contact the Co-ordinator, Regional Operations at the South Metropolitan Education Regional Office on 9336 9563 for assistance in resolving the issue. This will involve an independent review of the situation and may include mediation.

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