

Management of Parent / Caregiver Formal Complaints

This statement needs to read in conjunction with the Raising a Complaint with DECD.

Magill School is committed to resolving concerns and complaints in a consultative and timely manner.

We encourage parents/caregivers to approach the class teacher or the relevant staff member as the first point of contact. If the issue is not resolved then parents/caregivers can choose to follow up with a member of the leadership team. This can be done in writing to a member of the leadership team who will acknowledge receipt of your complaint with a written response as soon as possible. You may choose to telephone the school to make a time to meet the relevant leadership member to discuss the issue.

If a parent/caregiver's complaint is about a teacher or another staff member of the front office will direct the concern to the senior leader, deputy principal or principal. A member of the leadership team will make contact to discuss the issue as soon as possible. We will aim to resolve the concern or complaint within 10 working days.

Protocols for acknowledging and processing formal complaints to members of the leadership team include:

- Receipt of complaint (written, email or verbal)
- Documentation of conversations with relevant people, indicating timelines.
- Finalisation of complaint (written or verbal) – if verbal a note will be made on previous documentation or in diary.
- Complaint records are maintained and reported in Annual Report.