

## **COMPLAINTS POLICY**

At Bunbury Senior High School we are committed to developing and maintaining positive relationships with all members of the school community and to the timely resolution of any concern or complaint that may arise. We treat concerns and complaints seriously and address it professionally, competently, and impartially, applying principles of confidentiality and procedural fairness. We acknowledge that students and parents/carers may sometimes have a complaint about a decision, behaviour, act, or omission that they feel is unacceptable. Whilst most issues can be resolved through direct discussion, there may be instances in which this is not possible.



A complaint will be treated as an expression of genuine dissatisfaction that needs a response. All complaints are **confidential**.



(by phone, email, in person or online complaints form) Be as clear as possible about what is troubling you and the nature of your complaint. We will acknowledge receiving your complaint within five (5) working days.

Complaint regarding student's academic program:

Referred to relevant Classroom Teacher

If further follow up is required – referred to the relevant Learning Area PC Complaint regarding student wellbeing or behaviour: Referred to relevant Head of Year (7&9, 8 & 10) or Senior School

Manager (11&12)

Complaint regarding a particular Teacher:

Referred to the relevant Learning Area Program Coordinator Complaint regarding a particular Learning Area PC:

> Referred to the relevant Deputy Principal (line manager)

Complaint regarding anything else schoolrelated but that doesn't fit any other category:

Referred to the Principal, who may delegate responsibility to someone else in the Executive Team Complaint regarding the Principal:

Referred to the Regional Executive Director

Feedback

If further follow up is required – referred to the Student Services PC (7-10) or the Deputy Principal (Student Achievement) (11&12) If further follow up is required – referred to the relevant Deputy Principal (line manager)

If further follow up is required – referred to the relevant Deputy Principal

(line manager)

If a complaint is not resolved at this stage, it will be referred to the Principal.

If a complaint remains unresolved, it will be referred to the Regional Education Office for consideration.

Please Note: Serious breaches of professional conduct by Department of Education staff are referred directly to the Department of Education's Standards and Integrity Directorate and are not investigated at a school level.