

Complaints Policy



Responsibility Principal Class, Leading Teachers

Endorsed by Council N/A

Due for Review March 2026

<p>Purpose</p>	<p>The purpose of this policy is to:</p> <ul style="list-style-type: none"> • provide an outline of the complaints process at Berwick Fields Primary School so that parents and members of the community are informed of how they can raise complaints or concerns about issues arising at our school • Ensure that all complaints regarding Berwick Fields Primary School are managed in a timely, effective, fair and respectful manner. 		
<p>Scope</p>	<p>This policy relates to complaints brought by parents, carers, students or members of our school community and applies to all matters relating to our school. In some limited instances, we may need to refer the complainant to another Department of Education and Training process where there are different mechanisms in place to review certain decisions, for example, expulsion appeals.</p>		
<p>Implementation</p>	<p>Berwick Fields Primary School welcomes feedback, both positive and negative, and is committed to continuous improvement. We value open communication with our families and are committed to understanding complaints and addressing them appropriately. We recognise that the complaints process provides an important opportunity for reflection and learning.</p> <p>We value and encourage open and positive relationships with our school community. We understand that it is in the best interests of students for there to be a trusting relationship between families and our school.</p> <p>When addressing a complaint, it is expected that all parties will:</p> <ul style="list-style-type: none"> • raise and discuss issues in a courteous and respectful manner • acknowledge that the goal is to achieve an outcome that is in the affected student's best interests and acceptable to all parties • act in good faith and respect the privacy and confidentiality of those involved, as appropriate • recognise that all parties, including the broader school community, have rights and responsibilities that must be balanced • recognise that schools and the Department may be subject to legal constraints on their ability to act or disclose information in some circumstances. 		
<p>Preparation for raising a concern or complaint</p>	<p>Berwick Fields Primary School encourages parents, carers or members of the community who may wish to submit a complaint to:</p> <ul style="list-style-type: none"> • carefully consider the issues you would like to discuss • remember you may not have all the facts relating to the issues that you want to raise • think about how the matter could be resolved • be informed by checking the policies and guidelines set by the Department and Berwick Fields Primary School (see "Further Information and Resources" section below). 		
	<p>Process</p>	<p>Responsibilities</p>	<p>Forms of communication</p>

Academic or Health and Wellbeing	<p>Parent to contact teacher involved (class or specialist) as first point of call.</p> <p>Teachers will not normally be available to take calls during the school day.</p>	<p>Teachers to seek to respond within two school days, to provide information or organise a suitable meeting time.</p> <p>Where appropriate or required, a member of Leadership will attend the meeting or meet with parent if the issue cannot be resolved.</p>	<ul style="list-style-type: none"> ▪ Email ▪ Phone ▪ Student Diary ▪ Student reports ▪ Portfolios ▪ Getting Acquainted Interview ▪ Student Led Conference ▪ Class Newsletters Letters home (ie rethinks)
School News	<p>The school will seek to be open and transparent - celebrating learning, achievements and upcoming events.</p>	<p>School leadership and administration will regularly publish updates to the whole school community.</p>	<ul style="list-style-type: none"> ▪ Newsletter ▪ Website ▪ Facebook ▪ Tiqbiz ▪ Assemblies
Events and Excursions	<p>Administration staff to communicate events as per the Excursions and Events process, providing ample notice for all activities.</p> <p>A term calendar will be published at the end of each term, highlighting events and payments for the coming term.</p> <p>Parents to keep an eye out for notices, both in their child/ren's bags and in the newsletter.</p>	<p>Administration staff to follow up with parents who have not paid for excursions, events or camps two weeks before the event. Teachers to ensure notices go home.</p>	<ul style="list-style-type: none"> ▪ Tiqbiz ▪ Facebook ▪ School newsletter ▪ Notices home Website
Enrolments	<p>Parents to contact the office to speak about the enrolment process, organise a tour and enrolment interview</p>	<p>Administration to organise tours and a member of leadership to conduct enrolment interview with all new families.</p>	<ul style="list-style-type: none"> ▪ Phone calls Letters to school
School improvement	<p>Parental involvement will be sought to help build an involved community. This includes providing input and feedback on school activities and policies; becoming active in the Family Engagement Team or School Council or helping out in classrooms.</p>	<p>School leadership and administration will regularly publish updates to the whole school community.</p>	<ul style="list-style-type: none"> ▪ Facebook ▪ Newsletter ▪ School Council minutes ▪ Parent forums and information sessions Surveys
Complaints Process	<p>Berwick Fields Primary School is always happy to discuss with parents/carers and community members any concerns that they may have. Concerns in the first instance should be directed to your child's teacher. Where possible, school staff will work with you to ensure that your concerns are appropriately addressed.</p> <p>Where concerns cannot be resolved in this way, parents or community members may wish to make a formal complaint to the Principal or Assistant Principal.</p> <p>If you would like to make a formal complaint, in most cases, depending on the nature of the complaint raised, our school will first seek to understand the issues and will then convene a resolution meeting with the aim of resolving the complaint together. The following process will apply:</p> <ol style="list-style-type: none"> 1. Complaint received: Please either email, telephone or arrange a meeting through the front office with the Assistant Principal or Principal, to outline your complaint so that we can fully understand what the issues are. We can discuss your complaint in a way that is convenient for you, whether in writing, in person or over the phone. 		

	<p>2. Information gathering: Depending on the issues raised in the complaint, the Principal, Assistant Principal or nominee may need to gather further information to properly understand the situation. This process may also involve speaking to others to obtain details about the situation or the concerns raised.</p> <p>3. Response: Where possible, a resolution meeting will be arranged with the Assistant Principal/Principal or nominee to discuss the complaint with the objective of reaching a resolution satisfactory to all parties. If after the resolution meeting we are unable to resolve the complaint together. In some circumstances, the Principal may determine that a resolution meeting would not be appropriate. In this situation, a response to the complaint will be provided in writing.</p> <p>4. Timelines: Berwick Fields Primary School will acknowledge receipt of your complaint as soon as possible (usually within 48 hours) and will seek to resolve complaints in a timely manner. Depending on the complexity of the complaint, Berwick Fields Primary School may need some time to gather enough information to fully understand the circumstances of your complaint. We will endeavour to complete any necessary information gathering and hold a resolution meeting where appropriate within 10 working days of the complaint being raised. In situations where further time is required, Berwick Fields Primary School will consult with you and discuss any interim solutions to the dispute that can be put in place.</p>
Resolution	<p>Where appropriate, Berwick Fields Primary School may seek to resolve a complaint by:</p> <ul style="list-style-type: none"> • an apology or expression of regret • a change of decision • a change of policy, procedure or practice • offering the opportunity for student counselling or other support • other actions consistent with school values that are intended to support the student, parent and school relationship, engagement, and participation in the school community. <p>In some circumstances, Berwick Fields Primary School may also ask you to attend a meeting with an independent third party, or participate in a mediation with an accredited mediator to assist in the resolution of the dispute.</p>
Escalation	<p>If a parent or community member is not satisfied that their complaint has been resolved by the school, or if their complaint is about the Principal, then the complaint should be referred to the South Eastern Victorian Region office by contacting 1300 338 738.</p> <p>Berwick Fields Primary School may also refer a complaint to South Eastern Victorian regional office if we believe that we have done all we can to address the complaint.</p> <p>For more information about the Department's <i>Parent Complaints</i> policy, including the role of the Regional Office, please see: Parent complaints policy.</p>
Further Information and Resources	<p>Related School Policies</p> <ul style="list-style-type: none"> • Communication Policy • Rights and Responsibilities Policy <p>Related DE&T Policies</p> <ul style="list-style-type: none"> • Parent complaints policy