



Cranbourne East Primary School **COMMUNITY COMPLAINTS & GRIEVANCES POLICY**

AIMS

To provide clear, positive and fair processes that allow complaints and grievances to be aired and resolved in a timely and effective manner.

IMPLEMENTATION

- Our School prides itself on clear, consultative and open communication.
- While we accept our responsibility to consult and communicate both clearly and effectively with the community, community members also have an obligation to read notices and newsletters (hardcopies / electronic) to attend briefings and to seek clarification when required.
- There may, however, still be times when members of the community disagree or are confused about the things that the school is doing. It is essential that the established process as outlined below is followed to resolve grievances:
 - Try to establish the facts as clearly as possible, be wary of third hand information or gossip.
 - If the matter involves your child or an issue of everyday class operation, communicate with your child's classroom teacher (telephone, email, make an appointment), detailing the issues of concern.
 - An appointment should be made with the Assistant Principal to discuss issues involving school policy, operations beyond your child's classroom or grievances that are probably not easily resolved.
 - While 'in principle' support may be sought from School Council, this group will not become a conduit for community complaints, or become involved in confidential or personal issues. Specific grievances about individuals should be made directly to the principal or representative.
 - All grievances are to be kept confidential.
 - Community members may be accompanied by another person, in a support role at appointments to resolve grievances.
- All formal discussions and processes involving grievances will be documented.
- The Principal will exercise his/her judgement as to whether or not they will act upon anonymous complaints.
- The Principal may provide community members with appropriate departmental contact names and numbers if grievances are not resolved.

The wider school community needs to understand and act upon the Child Safety Standards and associated Code of Conduct for staff, Visitors, Contractors and any other person working in a child-connected capacity. There must be a firm understanding that Child safety is a shared responsibility and that we are committed to Zero tolerance of child abuse, including physical violence, sexual offences, serious emotional or psychological abuse and serious neglect. It is our moral and legal responsibility to create a nurturing school environment where children and young people are respected, their voices are heard and they are safe and feel safe. All children, regardless of their gender, race, religious beliefs, age disability, sexual orientation, or family or social background, have equal rights to protection from abuse. In instances where members of the school community believe child safety standards have not occurred, they need to voice a grievance with the relevant authority.

Cranbourne East Primary School will provide positive, clear and effective processes for resolving complaints and grievances between the school and community members, which assists in the building of strong relationships, dispels anxiety, and ultimately provides students with an enhanced learning environment.

EVALUATION

Ratified by School Council: 19th October 2016

This policy is to be reviewed annually or as policy is amended.