Jandakot Primary School

Complaints Management and Procedures

Reviewed May 2025

POLICY STATEMENT

Staff at Jandakot Primary School are responsible for managing the resolution of disputes and complaints lodged with us. We will make every effort to promptly resolve disputes and complaints lodged with us according to the principles of procedural fairness. Where we cannot resolve a complaint, the complainant, Principal or District Director can forward written complaints to the Director General of the Department of Education and Training.

Commitment

We recognise your right to complain and to have your complaint dealt with seriously.

Fairness

We understand the need to be fair in our complaints handling processes.

Resources

We have adequate resources for effective handling of complaints.

Visibility

Our complaints handling processes are available from our website.

Access

We accept complaints lodged by telephone, in writing and via email.

Assistance

Upon request, we will provide a complainant with the support needed to formulate and lodge a complaint.

Responsiveness

Complaints will be dealt with quickly and efficiently.

Charges

There will be no charge to the complainant for the raising of a complaint with us.

Remedies

Where a complaint results in the identification of changes that should be made to our processes, those changes will be made.

Data Collection

Data about complaints lodged with our school is collected and stored.

Systemic and Recurring Problems

Complaints are regularly analysed for the identification and addressing of systemic and recurring problems.

Accountability

We report our complaints handling processes against our documented performance standards.

Reviews

We review our complaints handling process

MAKING A COMPLAINT

Complaints can be made by:

- making an appointment;
- letter; or email

Help is available at the school to support complainants to formulate, write and lodge a complaint. Written complaints should be addressed to:

'PRIVATE AND CONFIDENTIAL'
The Principal
Jandakot Primary School
53 Baningan Avenue
SUCCESS WA 6164

Minimum Information when Making a Complaint

You should provide the following information when making a complaint:

- your name and contact details;
- copies of any relevant correspondence or documents relating directly to the complaint;
- the nature of the complaint; and
- what you consider is needed to resolve the complaint.

In the case of a verbal complaint, where you do not want to be identified or to lodge the complaint in writing, we will endeavour to work directly with you to resolve the matter.

Responsiveness

We will acknowledge written complaints within five school days. We seek to resolve local complaints within 14 days. If, because of the serious nature of the complaint, it is deemed necessary to forward it to another section of the Department of Education, we will do so without delay.

Enquiring About a Complaints Progress

You may enquire as to the progress of your complaint at any time by directly contacting the appropriate person. At the time of lodging a verbal complaint, or in the acknowledgment letter for a written complaint, this person will be identified for you.

Outcome of a Complaint

We will advise you verbally or in writing of the outcome of the complaint. The outcome of all written complaints will be provided to you in writing.

When a Complainant is Unhappy with the Outcome of a Complaint

If you are dissatisfied with our attempts to resolve your complaint, you may wish to express your concerns to the Regional Executive Director. To do this, contact:

Regional Executive Director
PO Box 63
SOUTH FREMANTLE WA 6162

Rejecting a Complaint

Complaints judged to be vexatious, trivial or without substance, or where it is judged to not warrant further action, will not be progressed. You will be advised of this decision in writing.

DEFINITIONS

***Complaint*:** The expression of dissatisfaction with any aspect of government education and training. It may be general in nature or relate to particular staff, a part of the organisation, a policy or a decision. Any person may lodge a complaint, however staff employed by the Department of Education and Training cannot use this process if they are acting in an official capacity. A complaint must contain sufficient detail to enable it to be addressed and recorded.

***Locally Managed Complaint*:** A face to face or written complaint made in relation to a school or staff member, and managed by the school.

***Centrally Managed Complaint*:** A complaint lodged in writing with the Director General of the Department of Education and Training, and managed at Central Office. Such complaints may be redirected to the local level to be managed if deemed appropriate.

***Complainant*:** A person or persons who lodge a complaint.