

Complaint Management Policy

Purpose

Kingston-on-Murray Primary School acknowledges that from time to time, there might be instances where individuals or organisations may disagree with the way our school has handled matters, and may wish to lodge a complaint.

Rationale

We acknowledge that complaints present an opportunity to improve and are fully committed to resolving complaints in an efficient, fair and timely manner. The school will:

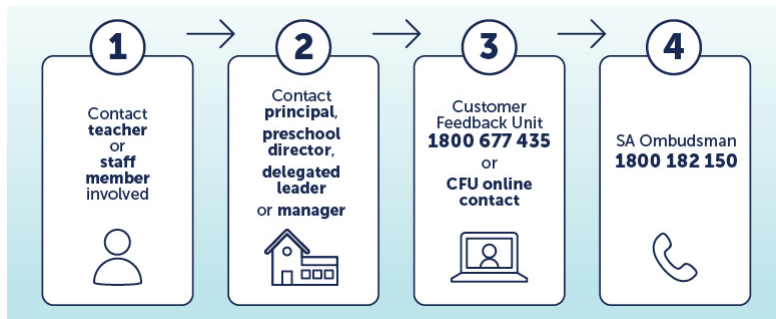
- Document all formal discussion and processes involving a complaint
- Treat all parties with sensitivity, respect and courtesy
- Provide clear reasons as to why any actions have been taken or are proposed to be taken
- Keep matters confidential.

Making a Complaint

There are 4 steps in the complaints process and these must be followed in order.

Relevant staff members must attempt to resolve a complaint at each step.

If a parent is still dissatisfied after they have received a response, it can then be escalated to the next step. For example if unresolved at step 1 the complaint goes to step 2.



Complaint process steps

If a parent has a concern, they should talk with a teacher or the person who made a decision that has affected them first.

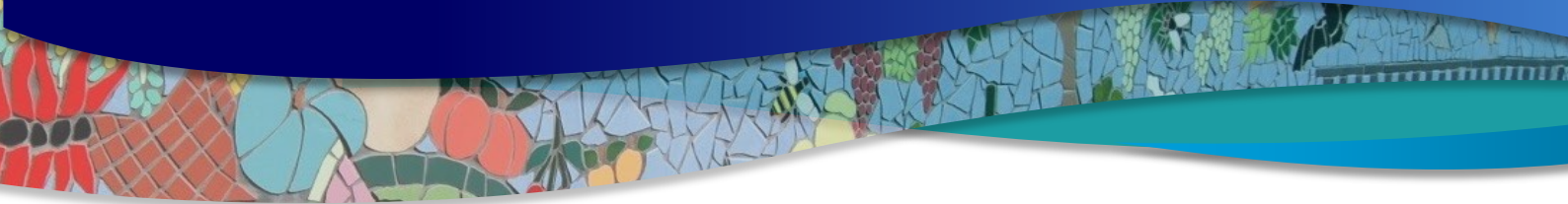
If the parent is still unhappy after getting an initial response, they should be advised to contact a leadership member at the school or preschool. For example, a principal, deputy principal or preschool director.

If the parent still feels their matter is not resolved, give them the Customer Feedback unit's (CFU) contact details. You can:

give a parent the [raising a complaint with the department factsheet \(PDF 231 KB\)](#)

send an email with the link to the [online complaint form](#) and link to [help to make a complaint](#)

give them the CFU phone number: 1800 677 435 to speak with a customer service officer.



If the CFU is unable to resolve the concern, a parent can contact the Ombudsman of SA. CFU will let a parent know about this option.

Complaints Relating to Child Protection Incidents

There may, at times, be concerns or complaints relating to the schools Child Protection Program. When a child protection-related complaint is made, Kingston-on-Murray Primary school will first consider whether the complaint raises any concerns about unreported abuse and/or risk of abuse. If concerns of this nature are raised by the complainant, the schools Procedures for Responding to and Reporting Child Protection Incidents should be followed.

If you have any questions or require clarification on anything, please reach out to us through:

- Phone: 08 85 830 239
- Email: dl.0209.info@schools.sa.edu.au

Office Hours:

Monday – Friday: 8.15am – 4.30pm during school terms

Reference

<https://www.education.sa.gov.au/docs/ce-office/complaints-and-feedback/raising-a-complaint-with-department-for-education.pdf>

AIM HIGH

BE KIND

THRIVE TOGETHER

Release date:	Term 4 2024
Review date:	Term 4 2027