Parents & Carers

Concern related to classroom learning engagement and wellbeing

The Class Teacher

Parent raises concern or issues with their child’s teacher, via phone call, diary note, or before/after school chat.

Parent and teacher arrange a time within 5 working days to discuss the complaint face to face or by phone.

Teacher and parent work to resolve the complaint over a reasonable and mutually agreeable timeframe.

Parent concern or complaint cannot be resolved by the child’s teacher, it is referred to a member of the Leadership team (Principal/Deputy Principal/Senior Leader)

Concern related school policies, grounds or facilities

School Leadership

Parent raises concern or issues with front Leadership Staff, via phone call, diary note, or before/after school chat.

Parent and leadership arrange a time within 5 working days to discuss the complaint face to face or by phone.

In writing, acknowledges receipt of the complaint, where appropriate, as soon as reasonably possible (within 5 working days).

A member of the Leadership team will communicate the outcome to all involved in writing, within 15 working days.

The Regional Office

A staff member will acknowledge receipt of the complaint in writing within 5 working days.

All parties will be notified of the action to be taken within 7 working days of receipt of the complaint.

A complaint cannot be resolved as a result of the parent, school and regional office working together and is referred to the DECD Complaints Unit (PCU).

The Parent Complaints Unit

Assesses the complaint and makes a recommendation to the Head of Schools within 10 working days.

Head of Schools

Makes a decision in relation to the PCU recommendations within 5 working days of receipt of the PCU advice and notifies the parent in writing within 15 working days.

Respect ★ Cooperation ★ Opportunity ★ Confidence ★ Success ★