



# COMPLAINTS AND CONCERNS POLICY AND PROCEDURE (Parents/Carers)

---

## POLICY DETAILS AND DOCUMENT MANAGEMENT

**Author:** Principal

**Approved by:** School Board

**Endorsed by:** School Principal K-12

**Review Due:** March 2027

**Published:** March 2025

---

Policy Level		Dissemination	For Application	For Information
Board	<input checked="" type="checkbox"/>	Board	<input checked="" type="checkbox"/>	<input type="checkbox"/>
School	<input checked="" type="checkbox"/>	Executive Staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	Administrators	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Access</b>	<input type="checkbox"/>	All Staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Open	<input checked="" type="checkbox"/>	Students	<input type="checkbox"/>	<input type="checkbox"/>
Restricted	<input type="checkbox"/>	Public (Website)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

---

## REVISION HISTORY

Published	Version	Approved By	File Name
03/04/2025	1.0	Board	Complaints and Concerns Policy and Procedures V1

## GENEALOGY

This Policy replaces:
This Policy was cancelled and superseded by:

# CONTENTS

OVERVIEW.....	4
NATIONAL PRINCIPLES FOR CHILD SAFETY .....	4
SCOPE .....	4
CONTEXT .....	4
POLICY .....	4
1. FEEDBACK/CONCERNS .....	4
2. MAKING A COMPLAINT .....	5
3. GIVING FEEDBACK .....	5
4. RAISING A CONCERN, SUBMITTING A COMPLAINT .....	5
5. RESPONSE TO A CONCERN OR COMPLAINT.....	6
6. CONFIDENTIALITY .....	6
7. PROCEDURAL FAIRNESS .....	6
8. INVESTIGATIONS.....	6
9. RETRIBUTION OF STUDENTS.....	7
10. RESOLUTION .....	7
11. APPEAL PROCESS .....	7
12. REFERRAL CHART FOR FEEDBACK, CONCERNS AND/OR COMPLAINTS.....	8
13. FREQUENTLY ASKED QUESTIONS (FAQs) .....	8

# OVERVIEW

Emmanuel Christian Community School is committed to providing quality education to all students in a safe, inclusive and caring learning environment. We value working together with parents and families as critical partners in student learning outcomes.

We are a community and as such, there will be times when members of the community may wish to give feedback, raise a concern or make a complaint. Issues that may arise during a child's schooling are more productively resolved if they are raised with the school directly, as early as possible.

Effective communication is the key to building a positive relationship between home and school and plays an important part in the education of a child. Community members should feel confident that any feedback, concern or complaint is heard, effectively managed and appropriately resolved in a timely manner.

While we will be actively working to support students and their families through a concern or a complaint, the staff of Emmanuel Christian Community School also have the right to a safe working environment and as such, verbal or physical aggression towards staff will not be tolerated.

## NATIONAL PRINCIPLES FOR CHILD SAFETY

The following principles are supported by this policy:

- Principle 6 – Processes to respond to concerns and complaints are child focused.
- Principle 9 – Implementation of the National Child Safe Principles is regularly reviewed and improved.

## SCOPE

Emmanuel Christian Community School may, from time to time, review and update this policy to take account of changes to the school's operations and practices and to make sure it remains appropriate to the changing legal and school environment.

## CONTEXT

Feedback, concerns or complaints should be made directly to the school as soon as practically possible. The school will endeavour to respond to feedback/concerns/complaints within 12 working hours (2 school days), depending on the level of immediacy required.

## POLICY

Feedback, concerns or complaints should be made directly to the school as soon as practically possible. The school will endeavour to respond to feedback/concerns/complaints within 12 working hours (2 school days), depending on the level of immediacy required.

### 1. FEEDBACK/CONCERNS

This may feedback/concerns about school actions, activities, operations, processes and/or policy. This can be given anonymously where no response is expected. Where a response is requested the name and contact details of the person providing the feedback/concern should be supplied.

## 2. MAKING A COMPLAINT

This is an expression of dissatisfaction that relates to the work and/or actions of the school, where a response and/or resolution is expected. Complaints can be made about:

- the provision of education provided.
- school decisions, including those about enrolment, placements or support for a child's learning.
- school policies and/or procedures.
- the behaviour or conduct of a staff member, outside contractor or support worker, parent, student.

Initial feedback, concerns or complaints should be raised with relevant staff members as per the guide below.

General	Academic	Pastoral Care	Staff
<ul style="list-style-type: none"><li>• <b>Any member of staff</b></li></ul>	<ul style="list-style-type: none"><li>• <b>Class Teacher (Pri)</b></li><li>• <b>Subject Teacher (Sec)</b></li><li>• <b>Head of Year (Sec)</b></li><li>• <b>Head of Department (Sec)</b></li></ul>	<ul style="list-style-type: none"><li>• <b>Class Teacher (Pri)</b></li><li>• <b>Form Teacher (Sec)</b></li><li>• <b>Chaplains</b></li><li>• <b>Year Coordinator (Sec)</b></li></ul>	<ul style="list-style-type: none"><li>• <b>Deputy Principal</b></li></ul>

## 3. GIVING FEEDBACK

Members of the community are encouraged to provide feedback. This provides an opportunity for the School to evaluate our processes and policies.

Feedback can be provided through:

- Talking with a member of staff
- Submitting feedback via the school website
- Completing satisfaction surveys

Feedback can be given anonymously where no response is expected. If the member of the community wishes to have a response, we ask that the name and best contact details of the person providing the feedback is supplied.

## 4. RAISING A CONCERN, SUBMITTING A COMPLAINT

Raising a concern or complaint can be done simply through contacting the School and speaking to a staff member. It is always helpful to firstly consider what the concern/complaint refers to so we can direct your concern/complaint to the most appropriate staff member. Writing down what you wish to discuss can also be beneficial so that when discussing your concern/complaint the matters are fully addressed with the relevant staff member.

Parents/carers are able to raise a concern or complaint:

1. In person – talk to one of our staff members (see the chart above)
2. By phone – contact the School and request to speak with one of our staff members
3. In writing – via email: [admin@eccs.wa.edu.au](mailto:admin@eccs.wa.edu.au); or through written correspondence which can be delivered to the School reception.

## 5. RESPONSE TO A CONCERN OR COMPLAINT

All feedback, concerns and/or complaints will be taken seriously and responded to appropriately. The School aims to respond to concerns or complaints as soon as possible; however, time demands may impact the immediacy of a response. If a concern or a complaint has not been initially responded to within 12 work hours (2 school days), complainants should contact the School and notify a member of the Administration Team. The School will make it a matter of priority that someone makes contacts before the end of the day.

Upon responding to a concern or complaint, the staff member may:

- a) Arrange to meet to discuss the concern/complaint in person together
- b) Commit to investigating further information provided and then following up on the concern/complaint
- c) Arrange a time to provide feedback on the concern/complaint

Concerns/complaints referred to or made in writing to the Principal (by email or correspondence) will be responded to within 5 school days acknowledging the receipt of the concern/complaint and will give an indication of the expected time frame for a response. Once the matter has been investigated, then a response will be given in writing.

## 6. CONFIDENTIALITY

All matters will be treated with the utmost respect of confidentiality. Only essential staff members are notified and those directly involved.

For serious matters (relating to Child Protection Issues), the Chair of the Board and other external authorities may need to be notified whether or not they are required to by law and the College will need to cooperate with such authorities should they require additional information.

## 7. PROCEDURAL FAIRNESS

Procedural fairness will be applied to all complaints, including:

- 1. A hearing appropriate to the circumstances to identify and/or clarify matters of dispute and outline desired outcomes.
- 2. Lack of bias.
- 3. Inquiry into matters in dispute.
- 4. Evidence to support a decision.

At times where there is no clear resolution, further consultation may occur between essential staff (where the name of the person raising the concern/complaint is anonymous) to gain another objective viewpoint.

## 8. INVESTIGATIONS

Some concerns/complaints may take additional time to resolve where further investigation or deliberation is required. This will be communicated to parties involved along with an expected timeframe for a final resolution. Decisions of resolutions will be based on evidence gathered during the investigation.

## 9. RETRIBUTION OF STUDENTS

Retribution of students by a staff member as a result of a concern or a complaint being raised is not acceptable and will be deemed by the School as a breach of the Staff Code of Conduct. Staff aware of a concern/complaint are expected to remain professional at all times. The process is viewed as an expression of genuine concern for the safety, education or wellbeing of a student and as such, staff are required to work towards a suitable resolution for all parties involved in a supportive manner.

## 10. RESOLUTION

In the event a concern or complaint is raised, School staff will work closely with families to find the best solution moving forward. Feedback will be provided as required and an agreed plan will be implemented and monitored.

## 11. APPEAL PROCESS

It is hoped that members of the community are completely satisfied with the resolution of any matter raised, however in the event that a concern or complaint has an unsatisfactory outcome, parties involved may request that the matter be escalated to senior members of staff for review and consideration.

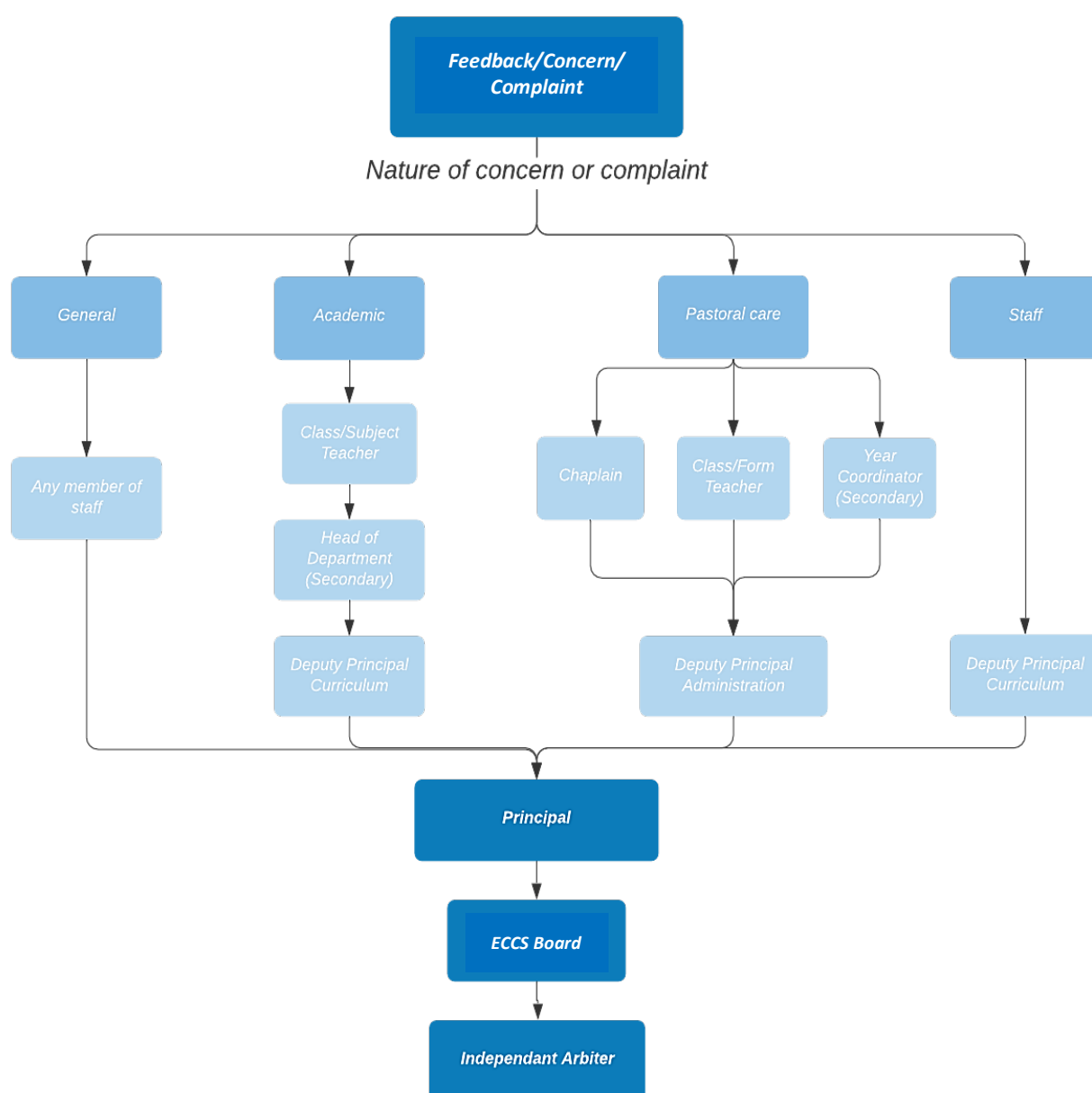
This process of appeal can be initiated by a referral by staff on behalf of the family raising the concern or complaint. Families or staff members can request this referral.

Should a family wish to appeal an outcome determined by the School, they may do so by referring the matter to the School Board for review. In the event that this determination requires further appeal, families may request from the School Board to refer the matter to an Independent Arbiter for review.

The Independent Arbiter is not employed by the School or a member of the Board. They will review whether the School has made a determination in accordance with the policies of the School.

The Director General of the Department of Education is responsible for ensuring that the school observes the registration standards, including the standard about its complaint handling system. Any student, parent or community member is entitled to contact the Director General with concerns about how the school has dealt with a complaint. Information is available on <https://www.education.wa.edu.au>. While the Director General may consider whether the school has breached the registration standards, he/she does not have the power to intervene in a complaint or override the school's decision.

## 12. REFERRAL CHART FOR FEEDBACK, CONCERNS AND/OR COMPLAINTS



## 13. FREQUENTLY ASKED QUESTIONS (FAQs)

Some frequently asked questions about raising concerns/complaints and their responses are below:

- ***'I am not sure whether to raise a concern or not, yet something is bothering me'***

We are all working towards the same goals; that is, the safety, education and well-being of students. If you have a concern/complaint, we encourage you to speak to a staff member as soon as you feel there is an issue arising. Often matters are resolved swiftly and effectively by raising a concern/complaint before it becomes something more significant.

- ***'I am not sure that the concern/complaint can be handled by a discussion over the telephone'***

We encourage you to make an appointment to speak with the appropriate staff member at a mutually agreeable time. Often it is helpful to write down your concerns/complaint so that the matter can be addressed fully.



- ***'I am concerned about the welfare of a student'***

We encourage you to speak to the Deputy Principal immediately. If after hours, we advise that the Department of Communities and Child Protection Central Intake Team is contacted on 1800 273 889.

- ***'The matter is of a confidential or sensitive nature'***

All concerns/complaints are treated with the utmost respect of confidentiality. Only essential staff and those directly involved will be informed of the matter. Please discuss these concerns with the attending staff member.

- ***'The concern/complaint needs urgent attention'***

Contact the School and speak to a Deputy Principal.

- ***'The concern/complaint refers to a situation that happened during classes'***

We encourage you to speak directly with the supervising teacher of the class. As they were present during that time, they may be able to provide an immediate response.

- ***'The concern/complaint refers to a curriculum query'***

Please speak initially with the subject teacher. They can refer it to the Head of Department (Secondary) or Deputy Principal (Primary) if needed.

- ***'The concern/complaint relates to academic progress of my child'***

Please discuss your concerns with your child's class teacher. They will be able to assist you.

- ***'My concern/complaint refers the operations of the School'***

Please discuss your concern or complaint with the Principal. Members of the community can arrange a meeting with the Principal or phone interview by contacting the Main Administration Office.

- ***'My concern/complaint is about the Principal or the management of the School'***

Where a concern or complaint relates to the Principal or the management of the School, members of the community may prefer to raise the concern or complaint with the Chair of the ECCS Board. This should be done in writing addressed to: The Chair of ECCS Board - [msmith@eccs.wa.edu.au](mailto:msmith@eccs.wa.edu.au)

Alternatively, the written concern or complaint can be delivered to the School Office. This will be passed on to the Chair of the ECCS Board.