



PARENT/CARERS COMPLAINTS

Government Schools

The Department of Education and Training is committed to treating everyone with dignity and respect and encourages good communication between parents/carers and schools.

Schools, regions and the central office act in accordance with the Department of Education and Training's Parent Complaints Policy and Processes when managing your complaint. Further information about the policy including everyone's role in resolving concerns and complaints can be found on the DET website. <http://www.education.vic.gov.au/school/principals/spag/community/Pages/parentcomplaints.aspx>

All concerns and complaints lodged with the DET about a Government school are addressed in line with relevant professional and administrative standards and in accordance with obligations and rights afforded under Victorian legislative and regulatory frameworks. These include the *Education and Training Reform Act 2006*, the *Charter of Human Rights and Responsibilities Act 2006* and the *Equal Opportunity Act 2010*.

How do I raise an issue or make a complaint?

The school should always be your first point of contact. Schools need to know if you have any concerns about your child's education. Teaching and learning works best when parents/carers and teachers talk to each other and work together to solve any problems.

You are always welcome to ask about and request a copy of Carlton North Primary School policies and procedures.

When contacting the school:

- Any concerns should be raised with the relevant staff member (e.g. classroom teacher, specialist teacher, administration staff).
- Appointments to speak with school staff about a concern or complaint should be arranged directly with that staff member.
 - Talk about the problem with your child's teacher/s by telephone or organise a face- to-face meeting. Most problems can be solved this way.
 - If you still have a concern after talking to your child's teacher/s you may want to speak to the Assistant Principal or Principal.

When to contact the Region:

If the matter is not resolved by speaking to the Assistant Principal or Principal at your school, you can contact the community liaison officer at your region who will assist you and the school to find a solution.

North-Western Victoria

- Bendigo (03) 5440 3111
- Coburg (03) 9488 9488

When to contact the Central office:

If the matter remains unresolved after discussions with your region you can send your complaint, in writing, to:

Deputy Secretary, Regional Services Group

C/o Manager, Complaints

Performance Division

GPO Box 4367, Melbourne 3001

E: school.complaints@edumail.vic.gov.au

Victorian Ombudsman

If, after all avenues for resolution of your complaint have been explored, and you are not satisfied with the way in which your complaint has been handled by the Department, you are able to contact the Victorian Ombudsman on (03) 9613 6222.

E: ombudvic@ombudsman.vic.gov.au

Further Information

For further information about school policies, see the Department's School Policy and Advisory Guide,

[School Policy and Advisory Guide \(www.education.vic.gov.au/school/principals/spag/pages/spag.aspx\)](http://www.education.vic.gov.au/school/principals/spag/pages/spag.aspx)

Evaluation

This policy will be reviewed in 2021 or earlier as required.

This policy was ratified by School Council 6 September 2017

PARENT COMPLAINT FLOWCHART

