

Complaint handling framework

We are 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.

Communication between you and your school is an important part of your child's education. You should feel confident that we will listen and respond to your concerns, and work with you to resolve complaints.

Types of issues



Enquiry – when asking for information;



Concern – when raising a matter of interest informally to provide feedback or get clarification; or



Complaint – an expression of dissatisfaction that relates to a product or service. Where a response or resolution is expected.

You can make a complaint about:

- the provision of education
- any decision, including those about enrolment or support for your child's learning
- our policies or procedures
- the conduct or behaviour of a staff member.

This complaints process cannot be used for:

- Public Interest Disclosures (Whistle blower)
- Disputes and grievances between staff members
- Mandatory reporting responsibilities (Mandatory reporting legislation requires only specific people or professionals to report suspected child sexual abuse)
- Matters relating to family court (e.g. restraining orders, access agreements)
- Complaints relating to Catholic and independent schools, or other government agencies

Make a complaint

Raise the matter with the school principal if:

- you were not able to achieve a satisfactory outcome with the teacher or other staff member;
- the matter is about the conduct of a teacher or other member of the school staff; or
- the matter is about another aspect of school life that is impacting your child's education.

Raise the matter with the Education Regional Office if:

- you believe that your concern was not satisfactorily resolved or addressed by the school; or
- the matter is about the conduct of the principal.

Make a complaint or get more information:



Contact your school or education regional office. Find contact details: education.wa.edu.au/schoolsonline



Phone the complaints advice line: [1800 655 985](tel:1800655985)
8:30 am to 4:00 pm Monday to Friday



Make a complaint and understand the complaints process: education.wa.edu.au/complaints

The complaint journey

If you have concerns, talking to your child's teacher or principal is the best place to start.



1

Make a complaint

Submit a complaint in person, by phone, letter, email or online.



2

Assign

The complaint will be reviewed and assigned to the appropriate area.



3

Assess

The complaint, evidence and other supporting material will be assessed.



4

Resolve

An outcome will be provided explaining the reason for any decisions.

Internal review (optional)

A review can be requested if a satisfactory outcome was not received or there is a belief it was not handled properly.

Independent review

An independent review can be requested at any stage throughout the process.

Access support

Making a complaint can be overwhelming for some people. Support is available to:

- parents and families living in regional or remote areas
- people with disability
- Aboriginal and/or Torres Strait Islander peoples
- people from culturally and linguistically diverse backgrounds.

Any person making a complaint can access support by phoning the complaints advice line on [1800 655 985](tel:1800655985).

The Parent Liaison Office is able to provide support. You can contact the Parent Liaison Office for advice at any time during the complaint handling process by email: parentliaison@education.wa.edu.au

Expectations

Persons who are the subject of a complaint, who make a complaint or provide information in the course of handling a complaint shall not be subjected to prejudice, intimidation, and harassment or be subject to any detriment because of their involvement.

Equitably • Respect • Dignity • Confidentially

We manage all complaints in line with our Complaints and Notifications Policy: education.wa.edu.au/policies