



Engadine West Public School

Community Complaint Procedures

The Engadine West PS School Community Complaint Procedures reflect and align with:

- NSW Department of Education policy community complaint procedures
<https://education.nsw.gov.au/policy-library/policies/pd-2002-0051-01>
- NSW Department of Education School Community Charter
<https://education.nsw.gov.au/schooling/parents-and-carers/going-to-school/school-community-charter>

Engadine West PS is committed to the highest standards of conduct in public education, professional learning and administration. Community complaint procedures in the Department of Education is fair, efficient and accessible. The Department has a respectful and productive workplace culture where members of the community can raise their concerns directly.

Implementation

Should a member of the community have an issue relating to their child, they should contact their child's class teacher or assistant principal in the first instance. They can also contact the deputy principal or the principal at Engadine West PS. If a member of the community is not sure who can help, they may contact the friendly office staff at Engadine West PS for assistance.

These procedures only apply to concerns raised by the members of the community about the department's products, services, employees and/or complaints handling. This includes complaints made by:

- current and former students, and other learners such as children attending public preschools
- parents, carers and families of students and other learners
- former employees
- pre-service teachers, special religious educators and volunteers engaged by the department
- the department's employees, when raising concerns about their experience as a community member, for example, when raising concerns about their child's experience at a public school
- any other person in the community.

These procedures do not apply to situations outside the department's workplaces or when an employee raises a workplace concern.

Responsibilities and Rights

Members of the community have a responsibility to:

- treat others with respect to create a trustworthy environment and behave in ways that are ethical and lawful
- raise their concern directly with the decision maker, principal or manager at the time of the event or situation (or as soon as reasonably possible afterwards), noting that action may not be taken to address



concerns relating to a situation that occurred more than 12 months ago or could reasonably be considered too long ago to allow meaningful inquiries or opportunities for resolution

- provide information that is clear, concise and without unrelated or unnecessary detail
- be clear about the relevant facts with a focus on resolution
- be willing to work cooperatively to resolve concerns and actively participate in any related complaint handling processes
- respond promptly and cooperatively when a complaint manager or reviewer requests information
- maintain confidentiality and only share information with those who need to know
- know, understand, and comply with the School Community Charter
- ask for further information and support (if required)
- ask for help if it is needed.

Members of the community have a right to:

- access information about the process for raising and addressing concerns
- be heard and have their concerns genuinely considered
- be provided with sufficient time to engage a suitable support person to be available at the time of a scheduled meeting and who can monitor their psychological and cultural safety
- seek advice from another person or organisation to assist them to address their concerns
- be informed whether or not action will be taken as a result of their complaint
- receive regular and appropriate communication throughout the complaint process
- a reasonable complaint process with impartial decision-making
- make a complaint without being subject to detrimental action.

The principal/complaint manager or delegate has the responsibility to:

- create a positive culture that encourages feedback and open discussion about concerns
- identify, respond and promptly address concerns and issues that arise, with a focus on resolution
- inform community members of and provide access to these procedures
- suggest available support services that may help a person raising a complaint
- suggest available support services that may assist an employee, including the Employee Assistance Program, a union or a professional association where appropriate
- address concerns with the least possible disruption
- declare and manage a conflict of interest (actual or perceived), including by excusing themselves from managing a complaint where appropriate
- refer a complaint to a specialist area of the department as specified in these procedures
- address underlying and/or systemic issues arising from a complaint.

The principal/complaint manager or delegate has the right to:

- ask people to resolve concerns and issues directly and informally wherever possible
 - ask for more information to better understand a concern or issue
 - decide on the management of the concern while considering the circumstances and ensuring reasonable consultation with relevant parties
 - manage a complaint or appoint a complaint manager to handle a complaint in accordance with these procedures
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- set conditions about the way we communicate with a person when there is clear evidence that they have behaved in a way that is not reasonable or has unreasonably diverted department resources from their intended purpose
 - restrict or extinguish access to department premises through the provisions of the Inclosed Lands Protection Act 1901.

Evaluation and monitoring

At Engadine West PS the principal and leadership team monitor the community complaint procedures annually.

