



# COMPLAINTS MANAGEMENT POLICY

## Talara Primary College's Initiative towards Creating a Harmonious Learning Environment

### Introduction

Talara Primary College caters for just over 1,000 keen and enthusiastic students eager to learn.

The school is committed to high standards in all areas. High standards include the relationship that exists between staff, students, parents and the wider community.

For complaints management our policy "Creating a Harmonious Learning Environment", is a positive initiative for the benefit of all concerned.

Our staff are encouraged to deal positively and sincerely with your concerns. They will listen. They will ask questions to make sure they understand. They may take notes to help in following up your concern. They will help you to take your concern to the appropriate staff.

The shared understanding of all of Talara Primary College community is that students are at school to learn. This policy is written in the best interest of students to create and maintain a harmonious learning environment. We thank all of our school community members for supporting this concept.

### Phase 1 - Sharing Issues

Persons wanting to share issues or concerns are asked to first of all identify the person most suited to deal with the situation. Parents are asked to share concerns in the first instance with classroom teachers when the situation is related specifically to classroom teaching and learning. Concerns can be raised in person, by phoning the school office or in writing. It is strongly suggested that a calm, respectful conversation take place initially in an effort to help resolve issues in a timely manner.

Please be aware that staff at Talara Primary College are only able to deal with issues directly involving the school. External issues raised may need to be redirected or not discussed at all due to the fact that they are not issues relating to the school.

If persons wanting to share issues or concerns feel that the conversation does not relate to the classroom teacher, the administrator of the area the concern relates to can also be contacted directly. Administration roles in the school include HOSES (head of special education services), deputy principals, the school principal and other support and administrative staff are also available.

If unsure who to direct issues or concerns to, please contact the school office to share what your concern is in relation to and office staff will be able to assist you to identify the person best suited to assist with the situation. Again, it is strongly recommended that in the interest of maintaining a harmonious learning environment a calm, respectful conversation take place initially in an effort to help resolve issues in a timely manner.

Once a concern or issue has been raised, a teacher/administrator dealing with the situation will summarise the concern or issue and then usually explain the school policy or procedure on the issue or find someone who is able to do this. A response time and if necessary action plan for dealing with the situation will be shared with the person raising the concern. Initial conversations will allow for immediate responses in most situation and is the preferred model to continue the harmonious learning environment at Talara.

Adults are reminded that at no time are students to be approached to raise issues or concerns directly with. Any issues or concerns must be directed to adults at Talara Primary College only and Under the Education (General Provisions) Act 2006 (the Act) such contact is not allowed and can result in directives including to leave and/or not re-enter the school premises for a specific period of time.

### Phase 2 - Deciding how to handle the issue raised

Some matters may require further investigating. If an initial response to an issue can not create immediate resolution, a plan will be put in place to lead towards resolution.

Most matters are able to be handled and resolved at a school level. In the interest of creating a harmonious learning environment, parents and community members are requested to work directly with staff most closely related to the situation to resolve any issues. In some exceptional circumstances such as issues of a sensitive or

serious nature, issues may need to be directed to Education Queensland's district or central offices. In most cases when situations aren't necessarily deemed too sensitive or serious for a school to manage, issues shared with these officers are referred back to the school for local resolution.

### **Phase 3 - Finding out about the issue**

Persons raising issues need to be aware that others involved in the situation usually have the right to be informed of the issue and a right to respond.

Your information will be treated sensitively (but where the matter must be investigated by an external agency it will need to be passed on).

A person raising an issue may be asked questions to assist in clarifying the situation and can help by providing all relevant information.

When staff at Talara Primary College are finding out about an issue, it is requested that the person raising the issue focus on dealing with the situation in manner that promotes a harmonious learning environment by focusing on a positive outcome for the situation.

### **Phase 4 - Resolution**

The person dealing with the issue raised will handle the situation by using facts gathered to inform a response. All responses to issues will seek to gain mutual acceptance of outcomes. Once mutual acceptance of outcomes have been achieved the situation will be deemed resolved.

Talara Primary College staff is committed to providing a harmonious learning environment for our students, staff and parents. We practice an open door policy where we welcome all conversations including those of issues or concerns.

Our schools commitment to parents and caregivers:

We are committed to dealing positively with your concerns and complaints. It helps us to learn how we can do things better for you and your student. We will try to make sure that your complaint is resolved quickly. Sometimes a complex matter will take time. However, we will always endeavour to make sure you understand what we are doing and why.

Some situations may require ongoing communication and management, while others will be resolved immediately. We ask for your assistance in maintaining the high standards Talara Primary College is known for through effective communication with the goal of achieving positive outcomes to possible negative issues or situations.

This policy has been endorsed by Talara Primary School Principal, P&C Executive Committee and Executive Director (Schools) 2006.

Stephen Adams  
Principal  
Talara Primary College