Adelaide Secondary School of English

PARENT/CAREGIVER CONCERNS AND COMPLAINTS POLICY

The Adelaide Secondary School of English (ASSoE) is committed to ensuring the delivery of high quality education and care to its culturally diverse student population. We are committed to working in partnership with parents/caregivers to resolve any concerns and complaints that they may have about issues involving their child’s schooling.

The purpose of this policy is to provide information to our diverse school community on how concerns and complaints will be managed and resolved. This policy does not apply to matters where there are legislated requirements or override existing DECD policies and processes of appeal.

This document should be read in conjunction with the DECD Consumer Complaints Management and Resolution Procedure and Policy (2015).

Responsibilities

Parents/Caregivers

- Raise a concern about aspects of the school’s operations, about decisions of staff or policy, procedures and practices.
- Can request that a concern be made a documented complaint and investigated by the Site Leaders/Principal.
- Should raise any concerns or complaints with their child’s teacher initially, or with a member of the leadership team.

ASSoE Staff

- Respond to verbal concerns in a confidential and timely manner.
- Offer BSSO support, interpreter or CLO support (organised through Student Services office manager)
- Discuss all verbal concerns with their line manager and take appropriate action in an attempt to resolve the issue and communicate with parties involved.
- Directly ask the concerned party if they are satisfied with the verbal response to the concern or if they would like to make a written documented complaint and receive a response in writing.
- If the concerned party is not satisfied with the response, offer to help document any complaint on the ASSoE Complaint Report form as a documented complaint and give it to the Principal who will take over responsibility for further investigation, resolution, communication and documentation.

Site Leaders/Principal

- Acknowledge documented complaints promptly (where possible with two working days of receipt in the same mode as the complaint was made in)
- Assess and prioritise the site's response to the complaints according to the scope of the complaints, the need to protect the safety and protection of individuals and the nature of the complaints.
- Redirect complaints outside of DECD scope to an appropriate means of addressing their concerns
- Investigate complaints in a planned, logical and consistent manner in accordance with the principals of procedural fairness, open disclosure and the individual rights and mutual responsibilities of the parties to the complaint.
- Investigate the complaint in line with the DECD Consumer Complaints Management and Resolution Procedure and Policy (2015)
- Communicate to the complainant the steps taken to investigate and resolve the complaint
- Where the complainant is not satisfied with the outcome, offer central resolution or external review of the complaint.
- Ensure the complaint and the steps taken to investigate and resolve are documented and this documentation complies with the State Records Act (1997)
- Monitor all documented complaints for systemic issues that need to be addressed in a broader sense.

If the problem is not resolved satisfactorily, the Regional Office and then the Education Complaint Unit can be contacted. Further independent advice may be sought from the SA Ombudsman if the circumstances of the problem allow.

Reviewed August 2017
What to do if you have a concern or a complaint?

Expressing a concern

- Identify the issue that is causing the concern.
- Contact the school to make an appointment on 8340 3733 or dl.1686.info@schools.sa.edu.au
- Ask for an interpreter, Community Liaison Officer or Bilingual School Support Officer if needed.

Complaint Step 1 - Local Resolution

- During your appointment with the school you can request to make a written complaint to be investigated by the site leaders/Principal.

Complaint Step 2 - Central Resolution

If after your contact with the School you still have concerns and want to make further complaint contact the DECD Parent Complaint Unit on 1800 677 435 or DECD.EducationComplaint@sa.gov.au

Complaint Step 3 - External Resolution

If after your contact with the DECD Parent Complaint Unit your issue could not be resolved you may choose to seek independent advice and review by an external agency. You may contact the SA Ombudsman 1800 182 150 or ombudsman@ombudsman.sa.gov.au