



Procedure for making a complaint

- Parents with complaints should contact the school by telephone, in person or in writing.
- Parents visiting the school to make a complaint are advised that it is unlikely that staff will be immediately available to investigate the complaint. Office staff will make an appointment for the parent to meet with an appropriate person to discuss their concerns.
- Parents making complaints are to be well-behaved, confidential and courteous. Parents who are unreasonable, threatening or discourteous can expect their discussions with staff to be concluded until such time as an alternative discussion time is arranged by the school.
- The school will record the details of all complaints including the name and contact details of the persons making the complaints. The school will then refer the complaint to the most appropriate person to investigate. There will be many occasions that this will be someone other than the principal.

Please refer to our school PARENT AND CARER COMPLAINTS POLICY for further information.

For additional information, please click on the following hyperlink to access the Department of Education and Early Childhood Development's Parent Complaint brochure.

<http://www.education.vic.gov.au/Documents/about/contact/parentcomplainbrochure.pdf>