



Parent Complaint Procedure

Occasionally parents/caregivers may have concerns about what happens at school. These can be about specific incidents, student learning or school policies.

Staff at Angle Vale Primary School wants to know your concerns and work together to address them.

In order for us to solve problems together the school has a Parent Complaint Procedure.

If a parent makes a complaint and a member of the Leadership Team is involved the complaint will be documented and appropriate follow up will be provided.

The Governing Council expects that you observe the following responsibilities when using the Complaint Procedure.

- Negotiate an appropriate time to meet with the staff member concerned. This is necessary so that enough time can be devoted to discussing the concern. Do not expect that a staff member will be immediately available when you request a meeting time.
- Be prepared to listen to all the information. Your child may have only shared some of the information with you and there may be other pieces of information that you may not be aware of that the staff member can share with you.
- Do not use inappropriate language, threats or put downs when discussing the issue.
- Only discuss information relevant to your child.
- Keep all information confidential.
- At times you may wish to seek support from family member or friend to accompany you to the meeting to discuss your concerns.

