

Parents Concern and Complaints Policy

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Background

Open access College (OAC)) is committed to ensuring the delivery of high quality education and care to all its students. Working in partnership with parents to resolve any concerns and complaints that they

Legislation and Legal Services Unit for action. However, a parent is entitled to a support person such as a friend, colleague, or a person provided through an appropriate support agency, as long as they do not receive a fee for service.

Key Responsibilities

(These are guidelines only)

Principal

Ensure that the college has a Parent Concern and Complaint policy in consultation with Governing Council

Ensure the policy is reviewed after the first year of operation then biannually.

Ensure that the Parent Concern and Complaint process is published on the OAC website.

Establish a system to record and monitor parent complaints, the action taken to resolve the complaint and the outcome.

Assistant Principal Student Welfare

Manage the Counsellors, Psychologist, Youth Worker and the Aboriginal Community Education Officer to support any student, staff or parent complaints

Maintain a system to record and monitor parent complaints, the action taken to resolve the complaint and the outcome.

Ensure staff are aware of the OAC Parent Complaint Policy, responsibility and processes. Support staff and/or parents in dealing with any parent complaints

Teachers

Treat parents with respect, courtesy and consideration

Deal with the complaint in a confidential and timely manner

Have access to appropriate and easily understandable information regarding the complaint resolution process.

Considered the complaint impartially and in accordance with due process and principles of natural justice

Keep Assistant Principal Student Welfare and parents informed of the progress and outcome of the complaint.

Parents

Have access to appropriate and easily understandable information regarding the complaint resolution process

Treat other parties with respect, courtesy and maintain confidentiality

Raise the concern or complaint as soon as possible after the issue has arisen

Provide complete and factual information about the concern or complaint

Ask for assistance or further information as needed

Act in good faith to achieve an outcome acceptable to all parties

Have realistic and reasonable expectations about what course of action is required to resolve their concern or complaint.

Have the right to refer the matter to:

Regional office or

DECD central office - the Parent Complaint Unit on 1800 677 435

the South Australian Ombudsman