

Sydney Distance Education Primary School

Complaints and Concerns Procedure

2019



1 Collins St, Surry Hills NSW 2010
www.sdeps.net

Sydney Distance Education Primary School

Procedure for Complaints and Concerns (June 2017)

General

1. All staff should familiarise themselves with NSW Department of Education (DoE) policy regarding School Community and Consumer Complaint Procedures and Sydney Distance Education Primary School's (SDEPS) Procedures for reporting Complaints and Concerns.
2. All staff must complete the DoE's update to the Complaints policy each year and sign a register to attest to the completion of the training.

External Complaints and Concerns Procedure

1. Acknowledge the complaint and concern as soon as possible, clarify the outcome the complainant is seeking.
2. Gather information using SDEPS Complaints and Concerns form located in eLocker/Complaints and Concerns.
3. Discuss complaint or concern with line manager – discuss seriousness of complaint. If complaint is deemed serious, discuss with Principal as to possible escalation to relevant authority. Complaints that will require escalation can include, but are not limited to:
 - a. Child protection issues
 - b. Breach of privacy issues
 - c. Misconduct and corruption
 - d. Criminal conduct
 - e. Racism
4. Follow [School Community and Consumer Complaint checklist](#) and resolve complaint or concern, document resolution on SDEPS Complaint and Concerns form.
5. Inform complainant of resolution and provide reasons for decision.
6. Keep the SDEPS Complaints and Concerns form, along with any other documentation to support the resolution, in central location – Principal's office.

Internal Complaints and Concerns Procedure

7. Complete SDEPS Complaints and Concerns form located in eLocker/Complaints and Concerns. Consider nature of complaint and if it will require escalation. Complaints that will require escalation can include, but are not limited to:
 - a. Child protection issues
 - b. Breach of privacy issues
 - c. Misconduct and corruption
 - d. Criminal conduct
 - e. Racism
2. Discuss complaint with Principal – if Principal is involved in complaint, discuss with Director.
3. Keep personal record of evidence and documentation to support complaint.
4. Principal or Director to follow steps for [School Community and Consumer Complaint checklist](#).

