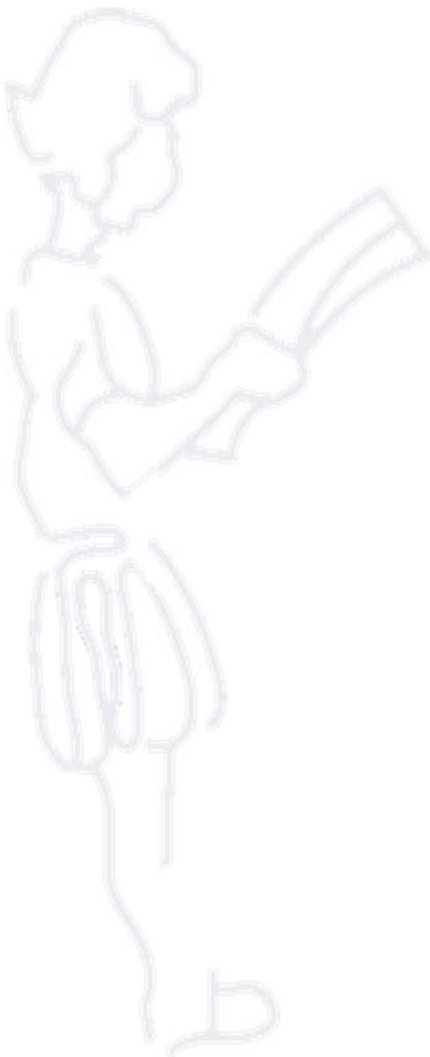




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Banksia Montessori School

Children's Complaints Policy

2.0



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Revision Notice

This is a managed document. All copies of this document once revised are obsolete and shall be destroyed.

This Children's Complaints Policy document is:

- Version 2
- Dated October 2020

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Revision History:

Version Number	Date	Modification	Author
1.0	June 2020	New document	Fleur van Butzelaar
2.0	October 2020	Entitlement of complaint addressed	Belinda Johnston

The Children's Complaints Policy will be reviewed every four years.

Children's Complaint Policy	
Signed by Chairperson:	Council Approval Date: October 2020
	Council Review Date: October 2024

Children's Complaints Policy

1.1 Introduction

The Banksia School Community is committed to encouraging opportunities for all its members to give honest feedback and raise any concerns they may arise within the School Environment.

Feedback allows for ongoing improvement. This feedback may come from children either when confiding one on one to staff or alternatively from parents/guardians when their children confide in them. All feedback from children regarding their health, safety and wellbeing will be taken seriously and will be properly investigated and dealt with. The School is committed to fair, independent and impartial investigation of all children's complaints.

The School Council will be informed of all complaints that impact on the health, safety and wellbeing of children.

The following steps are in place to ensure that children's concerns are properly addressed when they confide in staff or their parents.

1.2 Steps

1. The School encourages children to make use of the friendship bench to confide in staff members and share their troubles. A lesson concerning the use of the friendship bench will be presented to each new intake of children into the school.
2. Complaints can be made orally, directly by the children themselves to staff members or via their parents/guardians.
3. Parents/guardians may lodge complaints on behalf of their children either verbally or in writing by letter or email.
4. Complaints may be anonymous and all information will be handled responsibly and in the strictest of confidence.
5. Within 48 hours of receipt of a complaint, the Principal will write up the complaint.
6. The Principal will attempt to resolve the complaint after a full investigation into the complaint. This process will be as swift as possible.
7. The Chairperson of the School Council will immediately be informed of any complaint by a child with regard to the child's health, safety and wellbeing.
8. Resolution of the complaint will only occur when all parties are satisfied and the child's concerns have been fully addressed.
9. Where parties are not satisfied and/or the child's concerns have not been fully addressed, the Principal will refer the matter to the Chairperson and School Council for resolution.
10. If the complaint cannot be resolved to the satisfaction of all parties an external mediator may be engaged.

Students, parents, members of the community, and employees of the Department in their private capacity are entitled to have their complaints addressed by a principal, director/line manager or the Director General (the CEO of the Dept of Education Officer) or their respective delegates as appropriate.