



## **Our Commitment**

At Goollelal Primary we are committed to creating a culture that welcomes, encourages and initiates regular two-way, school-home liaison to ensure that healthy problem solving processes can be established and sustained. Staff at Goollelal Primary School are responsible for managing the resolution of disputes and complaints lodged with us. We will make every effort to promptly resolve disputes and complaints at the local level according to the principles of procedural fairness. Clearly defined and operational resolution processes allow parents and school personnel to focus on early resolution of issues and concerns in order to foster and support children's academic progress, their physical development and social and emotional wellbeing.

## **WHAT CAN YOU DO IF YOU HAVE A PROBLEM?**

### **Stage 1: Discussion with a staff member**

Seeking information as early as possible can solve many problems. If you have any questions or concerns about your child's progress, the homework set, the assessment procedures or your child's wellbeing at school, contact the class teacher. Teachers can be contacted via email or by contacting the school office to arrange a mutually convenient time for a telephone conversation or meeting.

### **Stage 2: Contact the school administration team**

If a problem is unable to be resolved by talking with your child's teacher you can contact our Deputy Principal or Principal who will work with you to resolve the problem. The Deputy Principal or Principal will consider the issue and identify what action is to be taken, and will clarify the process if a formal complaint is to proceed. If you wish to formalise your complaint, please follow the procedures below.

## **MAKING A COMPLAINT**

- by email
- by letter

Written complaints can be lodged with the school using any of the contact methods listed above. Written complaints should be addressed:

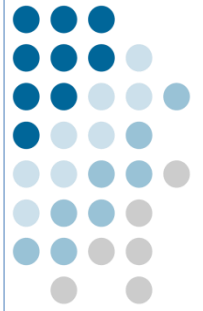
**"PRIVATE AND CONFIDENTIAL"  
GOOLLELAL PRIMARY SCHOOL**

### **Minimum information when making a complaint**

You should provide the following information when making a complaint:

- your name and contact details;
- copies of any relevant correspondence or documents relating directly to the complaint;
- the nature of the complaint; and
- what you consider is needed to resolve the complaint.

You should be aware that when a complaint is made about the performance of an individual staff member, that staff member will receive documentation about the substance of the complaint.



30 Cadogan Street  
KINGSLEY WA 6026

p (08) 9409 8432

[goollelalps.wa.edu.au](http://goollelalps.wa.edu.au)

[goollelal.ps@  
education.wa.edu.au](mailto:goollelal.ps@education.wa.edu.au)



**Responsiveness:** We will acknowledge written complaints within five school days. We seek to resolve local complaints within 14 days. If, because of the serious nature of the complaint, it is deemed necessary to forward it on to another section of the Department of Education, we will do this without delay. The Principal may seek the support of the Coordinator, Regional Operations or other relevant regional, or central office staff. In all cases you will be kept informed of the progress of your complaint and your complaint will always be taken seriously.

**Enquiring on a complaints progress:**

You may enquire as to the progress of your complaint at any time by directly contacting the appropriate person. At the time of lodging a verbal complaint, or in the acknowledgment email/letter for a written complaint, this person will be identified for you.

**Outcome of a complaint:** We will advise you verbally or in writing of the outcome of the complaint. The outcome of all written complaints will be provided to you in writing.

**Rejecting a Complaint:**

Complaints judged to be vexatious, trivial or without substance, or where it is judged to not warrant further action, will not be progressed. You will be advised of this decision in writing.

**Stage 3:**

**If a resolution is not reached at the school level or, if the Principal is the subject of the complaint:**

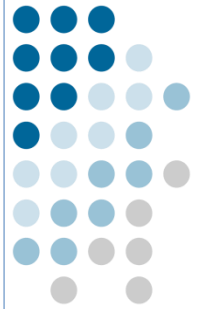
You can contact the Coordinator, Regional Operations at your Regional Education Office for assistance in resolving the issue. This will involve an independent review of the situation and may include mediation. The Coordinator, Regional Operations can be contacted through your Regional Education Office. Numbers are listed in the telephone directory under the Department of Education.

Co-ordinator, Regional Operations  
North Metro Education Regional Office  
PO Box 1126  
INNALOO CITY WA 6918

**Stage 4:**

In those exceptional circumstances where a complaint relates to the alleged improper conduct of a department employee, the complaint should be forwarded to:

**PRIVATE AND CONFIDENTIAL**  
Executive Director  
Professional Standards and Conduct  
Department of Education  
151 Royal Street  
EAST PERTH WA 6004



30 Cadogan Street  
KINGSLEY WA 6026

p (08) 9409 8432

[goollelalps.wa.edu.au](http://goollelalps.wa.edu.au)

[goollelal.ps@education.wa.edu.au](mailto:goollelal.ps@education.wa.edu.au)