

MALMSBURY PRIMARY SCHOOL

Feedback Policy



Rationale:

- The Feedback Policy encourages parents/guardians to provide feedback to the school and to raise any issues they have so that they can be dealt with and resolved fairly, efficiently, promptly and in accordance with relative legislation.

Aims:

- To develop and implement a process based on our school values of respect, responsibility, honesty and inclusiveness.
- To provide a safe and supportive learning environment.
- To provide a safe working environment for staff.
- To build relationships between students, parents/guardians and staff.
- To inform parents/guardians of the feedback process.
- To provide a process for parents/guardians to provide feedback to the school.
- To address and resolve complaints in a timely manner.

Guidelines:

- These procedures seek to provide a positive, harmonious and productive school environment.
- These procedures cover feedback about:
 - General issues of student behaviour that are contrary to the school's Code of Conduct.
 - Incidents of bullying or harassment in the classroom or the school yard.
 - Learning programs, assessment and reporting of student learning.
 - Communication with parents.
 - School fees and payments.
 - General administration issues.
 - Any other school-related matters except as detailed below.
- These procedures do not cover matters for which there are existing rights of review or appeal, as detailed in the *Victorian Government Schools Reference Guide*. Those matters include:
 - Student discipline matters involving expulsions.
 - Complaints about employee conduct or performance and complaints that should be dealt with by performance management, grievance resolution or disciplinary action.
 - Complaints by the Department's employees related to the employment.
 - Student critical incident matters.
 - Other criminal matters.
- The school will develop its feedback procedures in collaboration with parents and the school community.

Implementation:

- During the process of dealing with concerns and complaints all parties must maintain and respect the privacy and confidentiality of all parties.
- During the process all parties must act in good faith and in a calm and courteous manner; show respect and understanding and recognise the rights and responsibilities of all parties.
- Behaviour that is significantly outside the expectations of confidentiality, cooperation, courtesy and respect, is vexatious or oriented towards conflict is considered to be unreasonable conduct.
- In the event of aggressive or threatening behaviour the police will be notified. The DET Security Services Unit and Legal Services Branch will also be contacted as soon as possible.
- The school will address any concerns/complaints received from parents/guardians courteously, efficiently, fairly, within the agreed timeline and in accordance with due process, principles of natural justice and DET's regulatory framework.
- In the first instance, a complaint should be made to the school.

- The school expects that the person raising the concern/complaint will do so promptly, as soon as possible after the issue occurs.
- That the person raising the concern/complaint will provide complete and factual information about the concern/complaint.
- The school will make every effort to resolve concerns/complaints before involving other levels of DET.
- The school will ensure parent/guardian complaints/concerns are addressed promptly within agreed timelines where possible.
- The school will make every attempt to resolve a concern/complaint as quickly as possible. If a complaint involves many students and a range of issues, the school will need more time to investigate and resolve it.
- A complex issue may require advice from DET which may take more time. The school will tell the complainant the new timeline and the reason for any delay.
- All parties acknowledge that a common goal is to achieve an outcome acceptable to all parties.
- A complainant can be accompanied by an advocate when they feel they are unable to express their concern clearly. An advocate can be a friend or someone who is available through an appropriate support organisation who does not receive a fee for service. A complainant who wishes to use these support services should ensure the person addressing the concern of complaint is aware of their intention and is in agreement.
- All parties involved in addressing a complaint may seek the services of a mediator when there is difficulty coming to an agreement.
- The appropriate school personnel will document the concerns/complaints. Details will include: Names, dates, form of complaint, brief description, action taken, outcome and recommendation.
- The Principal will determine whether or not an anonymous complaint will be investigated.
- The Principal is to ensure the policy and procedures are consistent with DET policy.
- The policy will be published in the school newsletter annually, be available on the school website and from the office.
- Staff will be informed and educated as to the process to follow.

- As a Solving the Jigsaw school 'Naming it' is an important part of our feedback process with all members of our school community. Naming it is identifying something and how you are affected positively or negatively. Naming it can be used for congratulating, clarifying and expressing concerns.
- The following steps will be used--
 1. The complainant must clarify the issue promptly, rationally and without bias.
 2. The complainant contacts the appropriate school personnel (class teacher, Principal) via letter/email/phone call or in person to make an appropriate time to meet. The school's phone number is 03 5423 2284.
 3. The school personnel (with the complainant's permission) will record the following details -
 - Name and contact details.
 - Date concern was expressed/complaint made.
 - Form in which concern/complaint was received.
 - Who the concern/complaint is being made to. If unsure who to direct the concern/complaint to, it will be directed to the Principal.
 - Brief description or concern/complaint.
 - Details of school personnel responding to concern/complaint.
 - An agreed timeline for investigating the complaint.
 - Action taken.
 - Outcome of action taken.
 - Any recommendations for future improvements in school policy and procedures.
 4. If the concern/complaint remains unresolved the complainant is to contact the Principal.
 5. If the concern/complaint remains unresolved the complainant is to contact the DET Regional Office in writing.

6. If the concern/complaint remains unresolved the complainant is to contact the DET Central Office in writing.
7. If a concern/complaint is substantiated in whole or part the school might offer:
 - An explanation or further information about the issue.
 - Mediation or other support.
 - An apology, expression of regret or admission of fault.
 - To change its decision
 - To change its policies, procedures or practices.
 - To cancel a debt.
 - A fee refund.
8. The school will implement the remedy as soon as practicable.
9. When a parent/guardian is not satisfied with the manner in which their complaint has been treated by the school, the parent can contact their local regional office- North Western Victoria region Bendigo office
Postal address: PO Box 442, Bendigo, Victoria 3552
Location: 7-15 McLaren Street, Bendigo, Victoria 3550
Phone: 03 5440 3111
Fax: 03 5442 5321

Evaluation:

- The school will monitor parent concerns and complaints and consider issues raised through the feedback process and any other relevant information from the parent opinion survey when undertaking a review of the school's policies, procedures and operations.
- The school will review its information about complaints made over time to:
 - Identify common or recurring issues that may need addressing.
 - Address the effectiveness of these and other procedures and whether they are being followed.
 - Use information provided to the school through parent opinion surveys on the views of parents.
- This policy will be reviewed as part of the school's cycle of review every three years.

This policy was last ratified by School Council on 5 October 2016.
To be reviewed in 2019.



PARENT FEEDBACK FORM

Your name: _____

Date: _____

Feedback:

I would like to let you know... _____

This feedback is for the attention of-

Principal

Business Manager

Teacher: _____

Please contact me to discuss this further.

My preferred contact details are _____

Signed: _____

RECORDING FEEDBACK



Staff member is to ensure they ask the parent/guardian permission to record the information.

Staff member recording feedback: _____

Date: _____

Time: _____

Name of person giving feedback: _____

Form of contact: phone email letter in person other

Form of feedback: complaint concern celebration

Brief description _____

For the attention of: whole staff Principal Business Manager

Or individual staff member _____

Action requested: Meeting with _____

No further action needed.

Make relevant people aware.

Contact relevant support services.

Timeline:

| | | | | |
|--------|---------|-----------|----------|--------|
| Monday | Tuesday | Wednesday | Thursday | Friday |
| Monday | Tuesday | Wednesday | Thursday | Friday |

Outcome: _____

Recommendations?