



# Engadine West Public School

## Complaints Handling Procedures

The Engadine West PS School Complaints Handling Procedures reflect and align with:

- NSW Department of Education policy on complaints handling  
<https://policies.education.nsw.gov.au/policy-library/policies/complaints-handling-policy>
- NSW Department of Education School Community and Consumer Complaint Procedure  
[https://policies.education.nsw.gov.au/policy-library/associated-documents/School-complaint-procedure AC.pdf](https://policies.education.nsw.gov.au/policy-library/associated-documents/School-complaint-procedure_AC.pdf)

Engadine West PS is committed to the highest standards of conduct in public education, training and administration. Complaint handling in the Department of Education is fair, efficient and accessible. The Department has a respectful and productive workplace culture where consumers, members of the community and staff can raise their concerns directly.

### Implementation

Should you have an issue relating to your child, please contact your child's class teacher or assistant principal in the first instance. You can also contact a deputy principal or the principal at Engadine West PS. If you are not sure who can help, please contact the friendly office staff for assistance.

If you have a complaint, compliment or suggestion about any aspect of Engadine West PS please contact us either person, by email, by telephone or by using the form <https://education.nsw.gov.au/about-us/rights-and-accountability/complaints-compliments-and-suggestions/complaint-compliment-suggestion-form>

### Responsibilities

#### The **principal**:

- manages individual complaints in accordance with this policy and procedures, when appropriate
- reviews complaint outcomes and management
- escalates high risk and systematic issues arising from complaints
- identifies and support complaint managers to manage complaints in accordance with this policy and procedures
- encourages staff to resolve concerns directly wherever possible
- supports all staff involved in the complaints process.

#### All **staff**:

- treats all people with respect including people who make a complaint and any person who is the subject of a complaint
- reads and complies with this complaints policy and procedures
- identifies when complaints are being made and assists people to make complaints if they wish to do so
- responds to individual complaints, when requested
- escalates certain complaints and reviews of complaint handling to more senior staff, if necessary.



### **Evaluation and monitoring**

At Engadine West PS the principal and executive team monitor the complaints handling process annually.

Table annually at P&C.

Table annually at whole staff meeting.

Table annually in newsletter.