



WAVELL STATE HIGH SCHOOL

COMPLAINTS MANAGEMENT

Most issues can be dealt with by a note or telephone call to the appropriate person. Start with the person involved. – for curriculum issues contact the subject teacher or Head of Department. For non-curriculum issues, contact the form teacher, Year Coordinator, Deputy Principal. The Guidance Officer, School Nurse, Chaplain, Indigenous Support staff, Learning Support staff, Special Education support staff are also available. Serious or unresolved issues should be referred to the Principal.

Principles

- It is important to maintain a school environment where all can learn, work and play together as productively as possible.
- The school does not wish to create a “culture of complaint”, where disproportionate resources are expended on trivial issues.
- All have a right to present genuine concerns and have them dealt with fairly and as quickly as possible.
- Complaints should be dealt with in a way that helps rather than harms relationships.
- Concerns should be resolved as soon as possible before they become more serious.
- In the first instance, those who are most closely involved should address the concerns.
- Unresolved complaints should be referred to the supervisor eg teacher, then Head of Department, then Deputy Principal.
- A problem solving rather than a blaming approach is the best way to get cooperation and a solution.

Steps

- Communicate with the person involved. A letter is a good way to clearly state the problem. If a meeting is necessary, make an appointment, and briefly indicate what the concern is – both parties should be able to prepare for the meeting.
- Avoid confronting or aggressive language. The facts should be discussed clearly, and both parties should listen carefully.
- Discuss how you can fix the problem together.
- If you can not make progress, ask for help.
- If the problem is referred on, the administrator will make a decision about the best course of action, involving you further if necessary, and will inform you of the solution.