



## Parent Complaint Procedure

Karcultaby Area School and Preschool aim to provide a positive and professional learning and work environment for all students and staff.

We recognise that sometimes things go wrong and you may feel that your expectations are not being met. If you have an unresolved complaint or want to provide feedback, we would like to hear from you. It's important to work together, talk, listen and find solutions in a courteous and respectful manner, so we can improve our services.

### Before making a complaint you should

- clearly identify issues and the resolution you are after
- provide complete and factual information
- cooperate with any requests for more information
- not include deliberately false or misleading information
- treat staff handling the complaint with courtesy and respect

### Types of concerns and complaints

You may choose to make a complaint if you believe that the school, preschool or corporate office has:

- done something incorrectly
- failed to do something they should have done
- acted unfairly or impolitely

Your complaint or feedback may be about:

- the type, level or quality of service
- the behaviour and decisions of staff
- a policy, procedure or practice

Procedure:



- **Contact the school via email or make an appointment through the front office 86263077. Making complaints via text message on a staff member's personal mobile phone is deemed inappropriate.**

All complaints will be documented at the school following the department's confidentiality and information sharing guidelines.