



Glenburnie Primary School Parent Complaint Policy

Effective Date: 17/06/2026

Review Date: 17/06/2029

Ratified by: Principal, School Staff and School Governing Council

Purpose: The purpose of this policy is to provide a clear and transparent process for parents and guardians to raise concerns or complaints regarding the school. This policy aims to ensure that all complaints are handled fairly, promptly, and in a manner that respects the rights of all parties involved.

Scope: This policy applies to all parents and guardians of students enrolled at Glenburnie Primary School.

Policy Statement: Glenburnie Primary School is committed to fostering a positive and supportive environment for students, staff, and the school community. We recognise the importance of addressing concerns and complaints in a constructive manner.

Procedure:

Informal Resolution:

Parents are encouraged to initially discuss their concerns directly with the relevant teacher or staff member. Many issues can be resolved through open and respectful communication.

Formal Complaint:

If the issue is not resolved informally, parents may submit a formal complaint in writing to the Principal. The complaint should include specific details and any relevant documentation.

Acknowledgement:

The school will acknowledge receipt of the complaint within five working days and provide an estimated timeline for resolution.

Investigation:

The Principal or a designated staff member will investigate the complaint. This may involve meeting with the complainant, staff, and any other relevant parties.

Resolution:

The school will aim to resolve the complaint within 20 working days. The outcome will be communicated in writing to the complainant, outlining any actions taken or proposed.

Appeal:

If the complainant is not satisfied with the outcome, they may request a review by the School Governing Council or escalate the matter to the Department for Education.

Confidentiality:

All complaints will be handled with confidentiality, and information will only be shared with those directly involved in the resolution process.

Record Keeping:

The school will maintain records of all complaints and their outcomes for future reference and to improve school practices.

Contact Information: For further information or to submit a complaint, please contact the school office