Burren Junction Public School

Complaints Handling Process I have a problem, what should I do?

For a problem in the playground

class teacher or

principal

The problem still

cannot help me.

A: Compliments &

Complaints

need to go to the

School Council

Representative

cannot help me

The issue & Form A*

need to go to the

Director, Educational

Leadership[^]

For a problem in the classroom of my child The teacher is part Maybe the of the problem. I teacher need to see the can help? principal A solution A solution is is found found **Expected Time Frames** ♦ All complaints will be acknowledged upon receipt. Not all complaints are within the domain of the School Council and if this is the case you will be advised to take the complaint to the Director, Educational Leadership. Ideally a complaint that can be remedied should be dealt with in 5 working days of receipt. ♦ Where the principal is involved, 15 working days from receipt of the complaint should be allowed. ♦ Where the School Council is involved, 15 working days from the next School Council meeting should be allowed.

Where the issue involves the Director, Educational Leadership

These time frames are dependent upon the complexity of the

the DoE office will provide a timeframe.

issue.

A solution is The issue needs to be The problem still found discussed with the remains, the principal cannot help me. Complete DoE Form A* Compliments & **Complaints Form** remains, the principal The issue & Form **Complete DoE Form** A* need to go to the School Council Representative The issue & Form A* The School Council cannot help me The School Council The issue & Form A* need to go to the **Director**.

Educational

Leadership[^]

For a problem with school administration or policy The issue needs A solution is to be raised with found the principal The principal is part of the problem. **Complete DoE Form** A: Compliments & **Complaints Form** The issue & Form A* need to go to the Director, Educational Leadership[^] *DoE Form A: Compliments & Complaints Form available from the school office or off the school website: (Tel) 02 6796 1464 Email: burrenjunc-p.school@det.nsw.edu.au http://www.burreniunc-p.schools.nsw.edu.au *Director, Educational Leadership

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