



COMMUNICATION AND COMPLAINTS GUIDE

Communication Guide

Pioneer Village School (PVS) aims to foster an environment of inclusivity in which parent participation is encouraged. Our primary concern is the well-being and education of all our students. Communication between students, parents and staff is an important part of education. PVS is committed to providing open, respectful and honest communication with parents and we strongly encourage and welcome any feedback.

We ask parents, guardians and all staff to follow the protocol and guidelines below.

Protocol and Guidelines

- Communication with school staff is important and encouraged.
- Good communication is the result of parents, staff and students working together, in partnership.
- Communication should be respectful, honest and courteous with all parties listening and empathising with each other.
- Telephone, email, written and face to face communication is appropriate for communication with the school:
 - Phone calls are most appropriate for immediate or urgent concerns. Parents are advised to contact Reception on 08 9399 6999 for time sensitive or urgent issues.
 - Email is suitable for routine information or clarification.
 - When telephone and email conversations become extended, face to face communication is appropriate.
- The School owes a duty of care to its staff to protect them from intimidating, threatening or bullying behaviour. Any contact determined to be of this nature may be terminated and referred to the Principal.
- The following types of behaviour **will not be** tolerated: aggressive, threatening or violent behaviour, intimidation (including mob behaviour) or verbal abuse.
- The School will endeavour to respond to all phone calls and emails within a 24 to 48 hour period. Please note that responses will not occur outside of business hours nor on non-school days.

Should a parent at the school also be a member of the PVS Staff, it is in their role as a parent that the Communication Protocol must be applied when addressing concerns that relate to their child.

Parents are reminded that during the day teaching staff are expected to be primarily engaged in teaching duties. It is not always possible to address all concerns immediately. Parents are asked to bear in mind that the non-student time immediately preceding and following the school day is used for

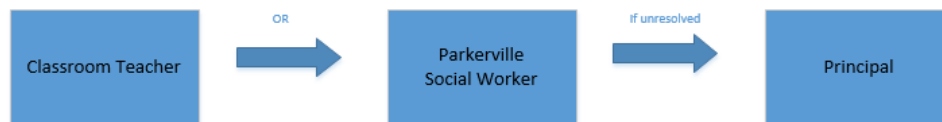
lesson preparation, grading, assessment, staff meetings, scheduled appointments, training and professional development. Parent meetings are to be scheduled to take such demands into account.

For general concerns, parents are asked to make an appointment with the appropriate staff member. Where parents are unsure about who this is, they are encouraged to clarify this with Reception when making the appointment.

Parents are to contact their classroom teacher as a first point of contact. Major concerns or unresolved issues may be referred to the principal once contact with the classroom teacher has been made. Volunteers and Education Assistants should refer to their classroom teacher, or in the case of a child-safety issue or complaint may liaise with the Principal.



For concerns of an **Emotional, Social, or Psychological**, please follow the procedure below:



For concerns of an **administrative nature**, e.g. accounts, uniform, health care, catering, information technology, marketing and communication please follow the procedure below:



Formal Complaints Handling Guide

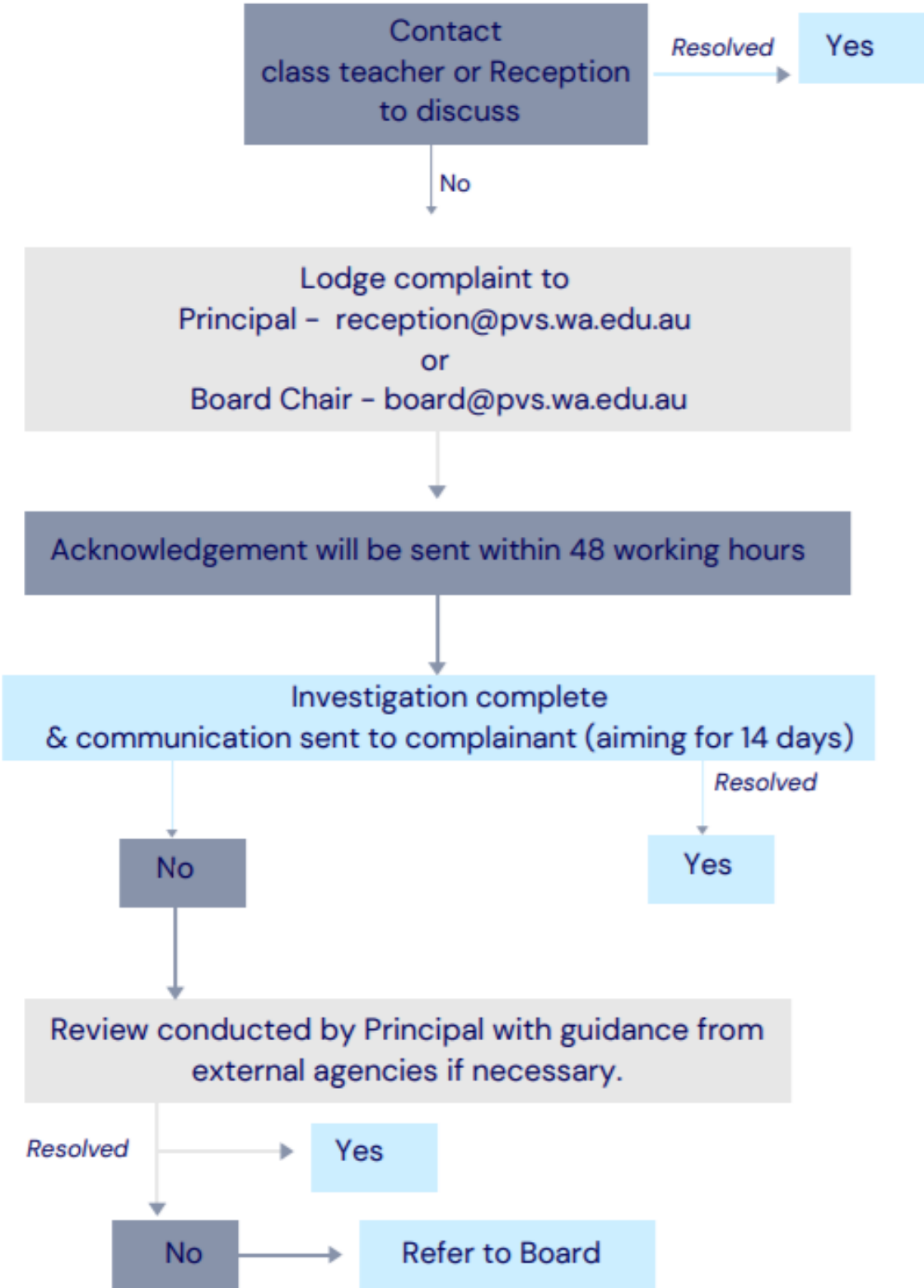
Pioneer Village School welcomes feedback from all members of the school community and takes all complaints or concerns that may be raised seriously. This Complaints Handling Guide is designed to assist in the understanding of our complaints handling process.

Complaints Handling Process

This process is for all community members, both former and current. If you require assistance in making a complaint, staff can assist you or you are welcome to bring a support person or advocate. You are welcome to express your concern or complaint via any method of communication and will be supported through our complaints process and be treated respectfully, courteously and sensitively. You may remain anonymous, but this may impact the potential resolution of the complaint.

CONCERNS & COMPLAINTS HANDLING

Process



**Please note: All child safety concerns are to be directed to Principal or Board Chair*

Step 1 – We ask community members to refer to our Communication Protocol Statement to determine to whom their complaint is to be directed. A child’s classroom teacher or Reception is generally the first step. If a resolution cannot be reached, you may wish to contact the Principal or Board Chair.

Step 2 –A written complaint addressed to the Principal can be sent to reception@pvs.wa.edu.au . In the case of complaints against the Principal, the chair of the governing body will be notified at Board@pvs.wa.edu.au

Step 3 – All complaints will be acknowledged in writing, within 2 business days, and allocated a target resolution date. Where possible, we aim to resolve all complaints within 14 days. It should be acknowledged however than in rare or particularly complex circumstances, resolution may extend beyond 14 days.

Step 4 – The school shall conduct an investigation into the issues raised, following principles of procedural fairness and natural justice, and make a determination.

Step 5 - Following the determination, if appropriate, the complaint handler shall formulate a resolution and provide a written response to the complainant. The matter will be closed if this response is accepted. Where possible, feedback about action taken will be communicated. However, due to confidentiality, the full action undertaken may not be disclosed.

Step 6 - If the initial response is not acceptable the matter will be reviewed internally by the Principal or the Principal’s delegate, who may seek additional information or submissions from the relevant parties and/or seek to gain advice from relevant external agencies/parties. The Principal or their delegate seek to resolve all disputes within 14 days from the date that the review process is initiated. The matter will be closed if the response of the Principal, or their delegate, is accepted.

Step 7 - Where appropriate, a corrective action request will be made to address any underlying processes which the complaints investigation revealed may require improvement.

Step 8 - If the matter remains unresolved, the complaint may be formally referred to the Chair of the School Board.

Confidentiality

Confidentiality applies with respect to both information relating to the person making the complaint and if relevant, to a person against whom a complaint is made. Pioneer Village School is committed to maintaining the confidentiality of information throughout the complaints process and will **actively protect** confidential information.

Actively protected information includes, but may not be limited to, the following;

- Specifics relating to other people’s children
- Naming children involved in a complaint or concern
- Details surrounding a complaint or concern
- Details regarding families
- Applied consequences
- Disciplinary action
- Results of an investigation
- Personally identifiable information about a complainant

Pioneer Village School Concerns and Complaints Policy

This document is to be read in conjunction with the Pioneer Village School Concerns and Complaints Policy. A copy of this policy is located on the website and available upon request at Reception.

We ask families to familiarise themselves with this policy and the avenues of communication available should there be a concern or complaint.

If you believe that, after consultation with the School Principal, a grievance remains unresolved, correspondence may be directed to the Chair of the School Board on Board@pvs.wa.edu.au .

Direct correspondence with individual School Board members, of this nature, is deemed inappropriate.