

Concerns and Complaints Procedure

Purpose:

Learning Matters has a policy of open and honest communication with parents and students. This policy outlines our procedures to follow when approached by a parent who wishes to make a concern or a complaint.

Scope:

This policy covers all staff of Learning Matters.

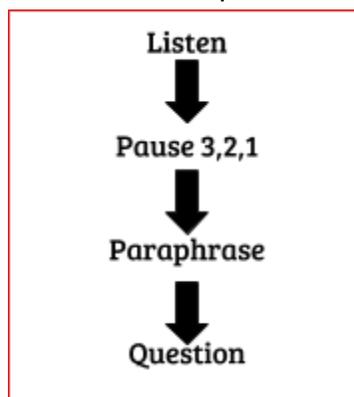
Directive:

We value honest and open communication from all parties. A complaint or a concern that is shared with us may be the first step in the communication process whereby we can listen to understand the issue and work with the parent or caregiver to develop a solution.

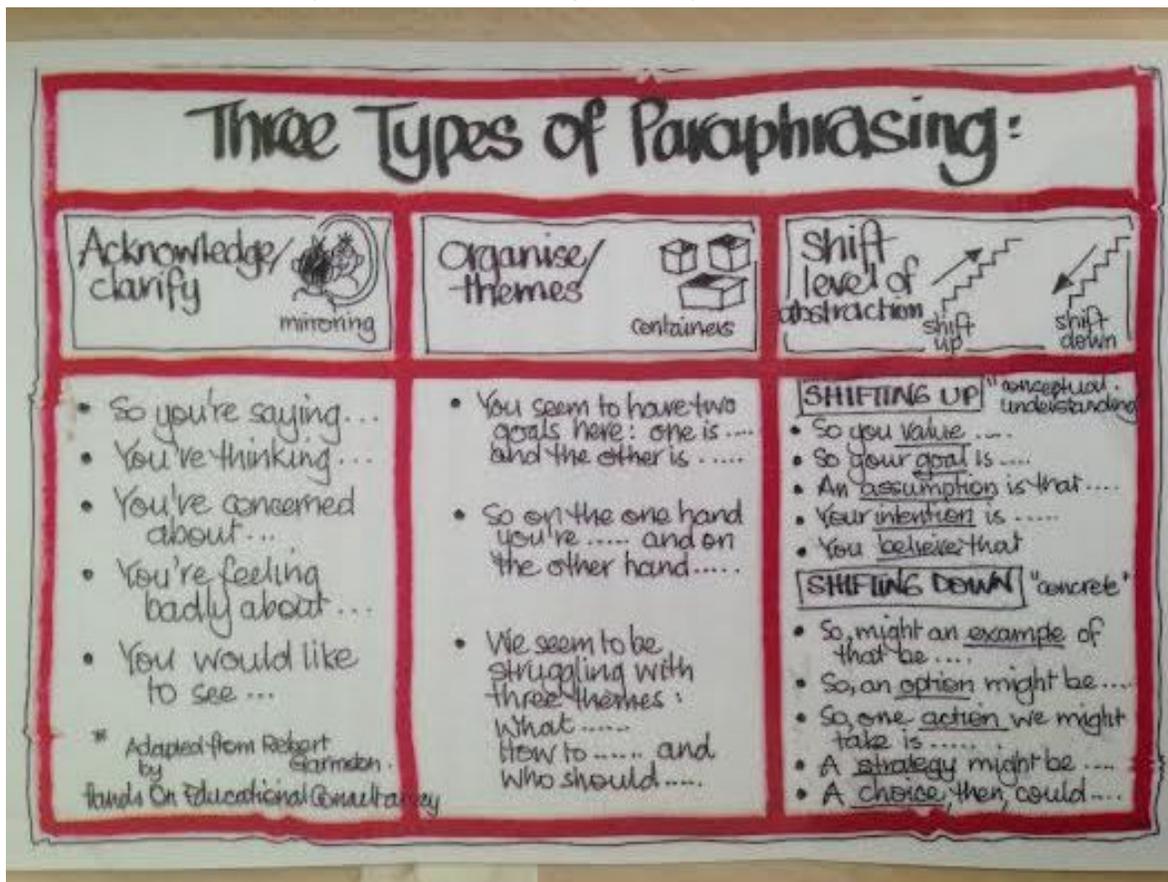
All complaints or concerns shared by a parent/caregiver will also be shared with Carla McNeil as Director of Learning Matters, within a reasonable timeframe. While Carla may not be part of the process it is in the best interests of all parties for her to be aware of any issues that may arise concerning the running of Learning Matters. However, if the concern is regarding Carla McNeil then the staff member can decide to take the matter to an appropriate person if they believe the issue requires this (such as a senior teacher, Greg McNeil or an appropriate agency as stated in our [protected disclosure procedure](#)).

Initially dealing with a complaint or a concern from a parent or caregiver is best done at an informal level if possible. Therefore our steps around this process are:

1. It is best in the first instance for the parent or caregiver to approach the relevant staff member regarding their concern.
2. The staff member will listen to the parent/caregiver in a genuine attempt to understand the real issue that underlies the complaint and work through a process with that parent to remedy the situation. This is best achieved informally and ensuring the lines of communication remain open between both parties. Use the tool:



Some useful types of paraphrasing that may help staff are found below:



At any stage of the process should a staff member not feel comfortable or believe they require help, they should approach Carla McNeil as Director, to be part of the process. From here Carla will negotiate the best way forward in collaboration with the parties involved.

If the concern escalates to a more formal complaint the following process will be followed:

1. Carla McNeil will oversee the procedure.
2. The complaint will be acknowledged and documented.
3. Learning Matters will act in accordance with conditions of relevant employment agreements and current legislation.
4. Appropriate action will be taken to resolve issues.
5. Should the matter remain unresolved either parties may choose to terminate their arrangement immediately. In this case the clause in the enrolment terms and conditions for the requirement of a 2 week notice period prior to cancelling services can be null and void.



Staff Training:

In line with the values around how we wish to operate at Learning Matters, staff will have access to training and further development in effective communication as required. Discussion around this will be a collaborative process around the needs of the team.

Signature: _____ Date: 17 May 2016

DATE REVIEWED (every 3 years):

Signature: _____ Date: _____

Signature: _____ Date: _____