



Complaints Policy 2017

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Complaints Policy

The need for imagination,
a sense of truth and a feeling of responsibility.
These are the three forces at the nerve of education.
Rudolf Steiner

At Yallingup Steiner School, everyone is valued. The teacher aims to promote within the children the positive attributes and qualities of compassion, patience and kindness and address the lower aspects such as greed, anger and jealousy. Within the curriculum itself children meet qualities of truth, beauty and goodness. These are the guiding principles for the school years and the basis of our curriculum.

Teachers engage with parents to bring about the development necessary for the children to become freethinking, compassionate and loving human beings, the central aim of Steiner Education. Parents are encouraged to discuss with teachers their child's achievements, well being and social development.

We acknowledge that differences in opinion, understanding and feelings inevitably arise in man relationships, including in schools. We strive to deal with these in a way which is helpful for all those who are involved. This applies equally to staff members, parents and students. Please understand that each situation is different and these are guidelines to assist with resolution.

We urge everyone to address any misunderstandings, poor communication or other incidents directly with the persons involved, whether teacher, another staff member or someone else in our school community.

Our Teaching staff, Administration staff and Council

- respect the concerns of the parents
- deal with the concerns in an expeditious manner taking into account Procedural Fairness (provide a hearing appropriate to the circumstances, demonstrate lack of bias providing evidence to support a decision
- communicate with parents for resolution to be achieved
- treat each concern in a confidential manner

All documentation generated during the Complaints Procedure will be kept on file with the Principal, in our school office.

COMPLAINTS PROCEDURE

All members of the school community are obliged to follow these procedures

STEP 1: Appointment with Teacher

Make an appointment to discuss the concern with the relevant teacher.

If concern not resolved or parent or teacher are unable to resolve the issue.



STEP 2: Appointment with the Principal and/or Chaplain

Parent / teacher to raise the concern with the Principal and or Chaplain who will arrange to mediate a discussion between both parties.

If concern is not resolved to a favourable outcome for both parties



STEP 3: Written Concern for Review by College of Teachers

Parent is asked to put in writing their concern and College may confer with School Council or relevant advisory or legal bodies. Parent or teacher will receive a written reply from College.

If concern is not resolved to a to a satisfactory outcome,



STEP 4: School Council and College / Mediation

A resolution will be sought by Council and College with the parent/ teacher. An outside facilitator may be necessary for the mediation and/or arbitration process. Parent / teacher may bring support person/s to this mediation.

In this process the school will:

- provide prompt written acknowledgment of the complaint;
- ensure that the substance of the complaint be made available to the subject of the complaint
- communicate action being taken to the complainant
- refer when required, to an external authority such as the CPFS or the Western Australian Police Service for advice or immediate action
- provide the complainant with a written report
- evaluate action taken and review procedures

The YSS Complaints Policy and procedure is available on the Yallingup Steiner School Webpage, in the Staff Handbook and in the Parent Handbook.

