



Menai Public School Complaints Handling Procedures August 2024

Purpose

This document outlines the school-based procedures for parent and community complaints to ensure effective communication and collaboration. For further information, the policy can be accessed [here](#).

Procedure

- All emails of complaint are to be sent to the school email address. Any email that is sent directly to a staff member will receive a blanket response requesting that the sender redirect their email to the school email account to be processed under our complaint policy and procedures.
- Admin staff will assign a reference number and a complaints manager based on the content of the complaint. Complaint managers are determined based on the content of the complaint. In the first instance complaints will be directed to the classroom teacher or the event organiser. The office will initially respond to the complaint within 1-3 business days.
- Complaint Managers typically have 20 business days (excluding weekends, public holidays and school holiday periods) to investigate and determine the outcome of the complaint. Please note, some complaints may take longer in consideration of individual circumstances.
- The complaint manager will be in contact either via phone, meeting or email to communicate the outcome of the complaint and once the matter requires no further review, the complaint manager will close the complaint advising that if the complainant is dissatisfied with the outcome, the matter can be referred/escalated for review by the next line manager of the initial complaint manager. The complaints process will then re-commence from the start with a newly appointed complaint manager.

It is recommended, wherever possible, that matters of concern be discussed with staff, rather than a formal written complaint, to save our staff in admin time, which takes them away from their core work of improving teaching, learning and wellbeing at MPS. Please also keep in mind that supporting the wellbeing of MPS staff and students is an utmost priority.