

Complaints Policy

This policy outlines how Mawson Primary School manages complaints relating to the behaviour of students, staff, parents / carers, work and school related incidents and the application of policies and procedures. At Mawson Primary School we aim to address complaints in a timely manner. We acknowledge that sometimes parents, students and / or local community members may wish to make a complaint.

When an Administration Officer receives a complaint, they will refer it to the following staff member:

- Student learning / behaviour – the Executive Teacher for the year level
- School facilities – Business Manager and / or Principal
- Staff and / or parent behaviour – Deputy Principal or Principal
- School run events – Deputy Principal or Principal
- P&C run events – P&C President
- After School Care – Community Services 1

Urgent complaints may be referred to the Principal for immediate assessment.

To make a complaint:

1. Ring the front office on 6142 2700 or email Info_MawsonPS@ed.act.edu.au
2. An Administration Officer will refer your matter to the most appropriate person.
3. Your complaint will be acknowledged by the Administration Officer and will generally be dealt with within 48 hours of receipt. This is because further information may need to be sought to establish a context and resolve the matter.

Complaints process:

4. An investigation will be conducted which may include interviewing those involved, contacting parents and /or staff.
5. The appropriate staff member will communicate the outcome to you.

Things that can or cannot be resolved by Mawson Primary School.

Mawson Primary School IS able to resolve complaints in regard to:	Mawson Primary School IS NOT able to resolve complaints in regard to:
Where the issue or incident affects a student, parent /carer, staff, or community member in a way that breaches school ACT Education Directorate policies and procedures.	The parking area and / or traffic infringements, including parking availability.
Where the School or ACT Education Directorate has not followed a policy or procedure or relevant laws.	Personal matters related to grades or appropriate disciplinary action that follows ACT Education Directorate policies and procedures.
Where a policy or procedure is found to be deficient in some way.	Family Law issues or issues related to public land around the school.

Dissatisfied with the outcome and / or process – what can you do?

6. Make an appointment to see the principal by emailing Sarah Sparks, EA to the principal sarah.sparks@ed.act.edu.au

Where to next?

If you are dissatisfied with the outcome communicated to you by the principal, you may raise any concerns with the ACT Education Directorate through the Feedback and Complaints unit online via the [ACT Education Directorate contact form](#) or by phone [\(02\) 6205 5429](#) between 9am-5pm, Monday to Friday.

We are here to assist you with your concerns, but the expectation is that you will communicate with the school in a respectful manner. Please note that abusive language in emails, in person or via the phone will not be tolerated.