



**FREMANTLE LANGUAGE  
DEVELOPMENT CENTRE**

## **Disputes and Complaints**

### **Grievance Process**

## Disputes and Complaints – Grievance Process

### Department of Education Policy and Information

All complaints and disputes are dealt with in accordance with the following Departmental Policy

- Disputes and Complaints (Effective, 2007)
- Talking to Your School Brochure (copies are available from the principal upon request)

Reviewed:

- July 2016
- November 2017
- November 2018
- November 2019
- May 2021

### Concerns, Complaints and Disputes from Parents and the School Community

As a parent or carer you play a vital role in your child's learning. Building a positive relationship between home and school plays an important part in the education of your child. Effective communication is the key to the success of this relationship. The Fremantle Language Development Centre is committed to responding promptly and helpfully to your enquiries, concerns, suggestions and compliments.

Before contacting the Fremantle LDC with an enquiry or concern you may want to:

- talk with family and friends to clarify your enquiry/concern
- write down your enquiry/concern
- make a list of all relevant information specific to your enquiry/concern
- take a support person with you if you feel nervous about talking about your enquiry/concern.

## Disputes and Complaints – Grievance Process

### Concerns, complaints and disputes from parents and the school community

The Fremantle Language Development Centre (FLDC) values its partnership with parents and the school community and is committed to responding positively to concerns, complaints and disputes. The Fremantle LDC strives to ensure that any issues are dealt with promptly, fairly and contribute to continuous improvement.

#### Minor issues

- Make an appointment to speak with your child's class teacher to discuss your concerns.
- Alternatively, you can write to your child's teacher in the communication book or via email.
- Teachers will try to resolve parent concerns and complaints where possible.
- Teachers will communicate the outcomes of parent concerns and complaints to the school principal.

#### Serious issues

- Discuss or put in writing your concern or complaint with the FLDC principal if:
- you were not able to achieve a satisfactory arrangement with the class teacher
- your concern is about the conduct of a teacher or other staff member
- your concern is about another aspect of school life that is impacting on your child's education.

#### Responding to issues

- The principal will respond to complaints within five working days.
- Your concern will be managed according to Department policy and procedures.
- Where possible and appropriate, the principal will resolve the issue at the school level.
- The principal will refer the complaint, where appropriate, to other Department of Education personnel.

#### Further action

- You may contact the Fremantle District Office if your concern has not been resolved or if there is reason for not raising the concern with the school directly.
- The FLDC will provide contact details upon request.

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### Principles

The following principles apply to the management of all complaints at the Fremantle LDC:

- The process is underpinned by a commitment to cooperation on the part of Fremantle LDC staff.
- Parents and the school community are able to make enquiries, raise concerns or lodge complaints about the provision of education or the conduct of Department employees and have these dealt with efficiently, fairly and promptly.
- In all matters, the educational well-being of students is the first priority.
- Procedural fairness is afforded to all parties and all parties will be treated with respect and courtesy
- The subject of the complaint will be informed of the substance of the complaint.
- Complaints are monitored and their management evaluated so as to reduce the occurrence of recurring problems.
- A person who has made a complaint is able to withdraw the complaint at any time. A verbal complaint can be withdrawn verbally and a notation made to that effect, however, a written complaint needs to be withdrawn in writing.
- The principal can reject a complaint that in their opinion is vexatious, trivial or without substance; or does not warrant further action taking into account the provisions of Departmental Policy. The principal will notify the complainant in writing.
- You may be required to put verbal complaints into writing and to sign a statement prepared by the principal.
- Written complaints will be responded to in writing.
- The 'Talking with my school' resource is available upon request from the Fremantle LDC office.

### Contact Details

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