



# Parents Concern and Complaints Policy

## Key Responsibilities

### Principal

Ensure that the college has a Parent Concern and Complaint policy in consultation with Governing Council  
 Ensure that the Parent Concern and Complaint Policy is published on the OAC website.  
 Record and monitor parent complaints, the action taken to resolve the complaint and the outcome. (*centralised system*)

### Members of the Executive Leadership Team

Manage parent complaints in their area of responsibility eg primary, middle, senior years.  
 Document parent complaints, the action taken to resolve the complaint and the outcome.  
 Forward to the Principal via the Executive Assistant.  
 Support staff and/or parents in dealing with any parent complaints

### Teachers

Treat parents with respect, courtesy and consideration  
 Deal with the complaint in a confidential and timely manner  
 Consider the complaint impartially and in accordance with due process and principles of natural justice

### Parents

Treat other parties with respect, courtesy and maintain confidentiality  
 Raise the concern or complaint as soon as possible after the issue has arisen  
 Provide complete and factual information about the concern or complaint  
 Ask for assistance or further information as needed  
 Act in good faith to achieve an outcome acceptable to all parties  
 Have realistic and reasonable expectations about what course of action is required to resolve their concern or complaint.

## Processes

### Executive leadership members

acknowledge receipt of the complaint as soon as reasonably possible (2 days)  
 determine if support needs to be provided to complainant or teacher while the complaint is considered  
 consider relevant legislation, DfE policy and guidelines, site procedures and/or seek advice  
 investigate, consider & determine the most appropriate way to resolve the issue fairly and promptly including negotiations between parties  
 document the complaint process and outcome  
 communicate the outcome to the parties involved ideally within 15 working days from receipt of the complaint.

### Teachers

a) following a direct complaint made about their work:

listen to the complainant  
 consider relevant legislation, DfE policy and guidelines and school procedures and/or seek advice / support

identify & discuss possible courses of action & timeline that could resolve the complaint as soon as reasonably possible (5 days)