



Clapham Primary School Enquiries, Feedback and Complaints Policy

File Location:	K Drive: Policy and Procedures	
Approved by:	Principal: Cassie Kopias	Governing Council
Date:	October 2026	Review: October 2029



Raising a complaint with the department

We recognise that sometimes things go wrong and you may feel that your expectations are not being met. If you have an unresolved complaint or want to provide feedback, we would like to hear from you. It's important to work together, talk, listen and find solutions in a courteous and respectful manner, so we can improve our services.

Before making a complaint

Before making a complaint, you should:

- clearly identify issues and the resolution you are after
- provide complete and factual information
- cooperate with any requests for more information
- not include deliberately false or misleading information
- treat staff handling the complaint with courtesy and respect.

Types of concerns and complaints

You may choose to make a complaint if you believe that the school, preschool or corporate office has:

- done something incorrect
- failed to do something they should have done
- acted unfairly or impolitely.

Your complaint or feedback may be about:

- the type, level or quality of service
- the behaviour and decisions of staff
- a policy, procedure or practice.

Complaints and feedback may be about something we have to do because of state or federal law. We will talk to you and help you understand the requirements and why they exist.



The following guidelines may assist if you have a concern.

Purpose: To provide a clear and structured process for parents to raise concerns or complaints regarding their child's education, ensuring timely and effective resolution.

Step 1: Initial Contact

Parents should first raise their concerns directly with their child's teacher – this could be through a phone call, seesaw message, email or face-to-face.

The teacher will acknowledge the concern and arrange a meeting (face-to-face or by phone) as soon as reasonably possible.

During the meeting, the teacher will discuss possible courses of action and establish a timeframe for resolution.

Step 2: Escalation to School Leadership

If the issue is not resolved at the teacher level, parents may escalate their concern to the school leadership team.

The leadership team will make every reasonable effort to resolve the complaint locally and in a timely manner.

Parents may be advised of their right to have a support person present during meetings.

Step 3: Documentation and Follow-up

All complaints and actions taken will be documented in the school complaints register.

The school will follow up with parents after a reasonable period to ensure satisfaction with the outcome.

Step 4: Further Escalation

If the issue remains unresolved, parents can contact the Education Director or the Customer Feedback unit. The school will provide information on how to contact these bodies and assist with the process if needed.

Expectations:

Everyone involved in the process can expect

- An opportunity to express their concern and put their point of view
- To be treated fairly, equitably and with respect
- To access clear communication channels
- An appropriate degree of confidentiality

Customer Feedback unit, Customer and Information Services directorate

Phone: 1800 677 435

Email: [Feedback and complaints about a school or preschool | Department for Education](#)



Overview – steps for raising your complaint

