

## Definitions

### COMPLAINT:

The expression of dissatisfaction with any aspect of Mt Lawley SHS. It may be general in nature or relate to particular staff, a part of the organisation, a policy or a decision. Any person may lodge a complaint, however staff employed by the Department of Education and Training cannot use this process if they are acting in an official capacity. A complaint must contain sufficient detail to enable it to be addressed and recorded.

### LOCALLY MANAGED COMPLAINT:

A verbal or written complaint made in relation to a school or staff member, and managed by the school.

### CENTRALLY MANAGED COMPLAINT:

A complaint lodged in writing with the Director General of the Department of Education and Training, and managed at Central Office. Such complaints may be redirected to the local level to be managed if it is deemed appropriate.

### COMPLAINANT:

A person or persons lodging a complaint.

As outlined in the Australian Standard AS 4269-1995 our complaints handling policy demonstrates:

### COMMITMENT:

We recognise your right to complain and to have your complaint dealt with seriously.

### FAIRNESS:

We understand the need to be fair in our complaints handling processes.

### RESOURCES:

We have adequate resources for effective handling of complaints.

### VISIBILITY:

Our complaints handling processes are available from our website on: [www.lawley.wa.edu.au](http://www.lawley.wa.edu.au)

### ACCESS:

We accept complaints lodged by phone, fax in writing and via email.

### ASSISTANCE:

Upon request, we will provide a complainant with the support needed to formulate and lodge a complaint.

### RESPONSIVENESS:

Complaints will be dealt with quickly and efficiently.

### CHARGES:

There will be no charge to the complainant for the raising of a complaint with us.

### REMEDIES:

Where a complaint results in the identification of changes that should be made to our processes, those changes will be made.

### DATA COLLECTION:

Data about complaints lodged with our school is collected and recorded.

### SYSTEMIC AND RECURRING PROBLEMS:

Complaints are regularly analysed for the identification and addressing of systemic and recurring problems.

### ACCOUNTABILITY:

We report our complaints handling processes against our documented performance standards.

### REVIEWS:

We review our complaints handling process annually.



## MOUNT LAWLEY SENIOR HIGH SCHOOL

65 Woodsome Street, Mount Lawley 6050  
Phone: 9471 0300 Fax: 9271 1126  
Email: [enquiries@lawley.wa.edu.au](mailto:enquiries@lawley.wa.edu.au)



## MOUNT LAWLEY SENIOR HIGH SCHOOL

COMPLAINTS MANAGEMENT



## Objectives

*To ensure that complaints lodged at this school are resolved in a prompt and efficient manner with the highest standard of professionalism.*

## Policy

Staff at this school are responsible for managing the resolution of disputes and complaints lodged with us.

We will make every effort to promptly resolve disputes and complaints lodged with us according to the principles of procedural fairness.

Where we cannot resolve a complaint, the complainant, Principal or District Director can forward written complaints to the Director General of the Department of Education and Training.

## Making a Complaint

### Complaints can be made:

- verbally;
- by letter;
- by email; or by fax.

Help is available at the school to support complainants to formulate, write and lodge a complaint. Complaints can be lodged with the school using any of the contact methods listed above. Written complaints should be addressed

### “PRIVATE AND CONFIDENTIAL”

#### Associate Principal

Mount Lawley Senior High School  
65 Woodsome Street  
Mount Lawley WA 6050

## Minimum information when making a complaint

You should provide the following information when making a complaint:

- your name and contact details;
- copies of any relevant correspondence or documents relating directly to the complaint;
- the nature of the complaint; and
- what you consider is needed to resolve the complaint.

In the case of a verbal complaint, where you do not want to be identified or to lodge the complaint in writing, we will endeavour to work directly with you to resolve the matter.

## Responsiveness

We will acknowledge written complaints within 5 school days. We seek to resolve local complaints within 14 days. If because of the serious nature of the complaint, it is deemed necessary to forward it on to another section of the Department, we will do this without delay.

In all cases you will be kept informed of the progress of your complaint.

## Enquiring on a complaints progress

You may enquire as to the progress of your complaint at any time by directly contacting the appropriate person. At the time of lodging a verbal complaint, or in the acknowledgment letter for a written complaint, this person will be identified for you.

## Outcome of a complaint

We will advise you verbally or in writing of the outcome of the complaint. The outcome of all written complaints will be provided to you in writing.

## When a complainant is unhappy with the outcome of a complaint

If you are unsatisfied with our attempts to resolve your complaint, you may wish to express your concerns to the District Director. To do this contact:

### District Director

Swan Education District Office  
18 Blackboy Way  
Beechboro WA 6063

While this request can be made verbally, it is preferable that it is made in writing. Help in making this request will be provided by us, or the district office, upon your request.

## Rejecting a Complaint:

Complaints judged to be vexatious, trivial or without substance, or where it is judged to not warrant further action, will not be progressed. You will be advised of this decision in writing.

