

Thornton School – Complaints Policy

Purpose:

The purpose of our complaints policy is to provide clear guidelines for the school community in raising and resolving concerns and complaints.

We have procedures in place that we follow to ensure that complaints are handled appropriately. Our procedures enable us to:

- maintain the best learning environment for our students
- resolve matters of concern early, if possible
- respond to feedback and concerns constructively
- deal with complaints fairly, effectively, and promptly
- take into account individual circumstances
- maintain confidentiality
- preserve school/community relationships and communication
- monitor and record complaints and concerns about student safety.

Most complaints can be resolved informally by discussions with the people concerned.
Refer Guidelines for Informal Complaints.

The school also has a procedure for making a formal complaint if informal discussion does not resolve the issue.

Refer Guidelines for Formal Complaints.

Generally, an anonymous complaint cannot be processed unless there is a sound legal reason for protecting the identity of the complainant.