



Complaint Management Policy

Governing Council Endorsed: 2026

Review Date: 2028

PURPOSE

At Ingle Farm Primary School, we promote our values of Respect, Honesty and Persistence. We value positive working relationships where families and teachers work together to create a supportive learning environment for students.

Positive relationships within the school community give students a greater chance of having a successful educational experience. It is important students, staff and families work together in solving any issue or concern that may arise. In the event of a complaint, the following procedure applies.

PROCEDURE

Our commitment when a complaint is raised

- Listen to the concerns with an open mind and seek to understand.
- Investigate any relevant issues carefully.
- Commit to resolve the complaint in a respectful manner.
- Communicate clearly, sensitively and objectively.
- Establish timelines for actions and review for any resolution.

Principles

- Everyone should be treated with respect.
- It is not acceptable for a parent/ family member to directly approach a child or their parent/s over a concern or issue.
- Conversations/ meetings will be suspended if any person behaves in a disrespectful or offensive manner.

ROLES AND RESPONSIBILITIES

Students with a complaint

- Talk respectfully to the person involved about the issue. You can use statements such as: I feel....when you....Please stop doing or saying....
- If the issue is not resolved, talk to your class teacher about the issue.
- Your class teacher will try to resolve the issue and if required will seek help from your family or school leadership.

Families with a complaint

- Raise your complaint with the relevant person. You can contact class teachers on Seesaw to arrange a meeting or phone conversation.
- You can request a meeting with the Principal or member of the Leadership team if you feel your complaint remains unresolved.

- Formal complaints can also be made by
 - Calling the Customer Feedback Line: 1800 677 435
 - By filling out the online form: [Here](#)

Further information can be found on the DfE website: [Here](#)

Staff

- First seek resolution of your complaint at a local level by discussing the issue with the person involved in a respectful manner.
- If your complaint is unresolved, you can discuss the issue with a peer or your line manager and seek a resolution. Please refer to the Employee complaints procedure on EDI or [Here](#)
- You can seek assistance from the DfE by contacting the [Employee Assistance Program](#)
- Remember to clarify your concern, take responsibility, be open to new solutions and be adaptable as the process unfolds.