

Preamble

Complaints by parents and others in and around the school community can take up an inordinate amount of a Principal's time. While it is recognised that it is important to have a complaints policy and procedure as an integral element of a school's operations, too often Principals have experienced ongoing, vexatious attacks via email, phone and social media that bypass and ignore established processes for resolving problems that often arise from misunderstandings or misinterpretations. Current DoE practice is seen to be placatory and designed to appease complainants, rather than providing effective support for the Principal.

PFWA Position

- Clearly enunciate a complaints process that is understood by staff and parents.
- Emphasise that processes and procedures exist with an emphasis on problem solving at the local level.
- When a complaint reaches the point of continued and unreasonable harassment of the Principal, an independent panel takes over management of the complaint, without reference to the history of the process or decisions involved, but with a view to moving forward.
- Where local problem-solving processes are bypassed and involvement of Directors, Executive Directors, D-G and/or Minister has been actioned, the DoE works with the complainant and school Principal to explore why the complainant's issue has not been resolved.