



PACIFIC PALMS PUBLIC SCHOOL

Boomerang Drive,
Boomerang Beach NSW
2428

Phone: 6554 0249 | Fax: 6554 0642

pacificpal-p.school@det.nsw.edu.au | www.pacificpal-p.school.nsw.edu.au

Melissa Merchant – Principal



SCHOOL COMMUNITY AND CONSUMER COMPLAINT PROCEDURE

This procedure outlines how complaints/feedback will be handled at Pacific Palms Public School

The Pacific Palms Public School **Complaints Handling Policy** has been developed in consultation with staff and community.

Complaints Handling Policy - <https://education.nsw.gov.au/policy-library/policies/pd-2002-0051>

School Complaints Procedure - https://education.nsw.gov.au/content/dam/main-education/policy-library/public/implementation-documents/School-complaint-procedure_AC.pdf

Code of conduct - <https://education.nsw.gov.au/policy-library/policies/pd-2004-0020>

IMPLEMENTATION:

The complaint procedure is intended to:

- enable Pacific Palms Public School to respond well to the complaints/feedback
- resolve complaints in a timely, fair and helpful manner
- ensure all complaints will be kept confidential
- give the public, confidence in our complaints process
- prevent students and complainants from suffering detriment because a complaint has been made.

RESPONSIBILITIES:

Complaint is made to Principal either by mail, by phone, in person or email

The Principal

- acknowledges the complaint within 3 working days
- gathers information from other sources (eg Teacher)
- will resolve the complaint
- provides reasons for the decision
- will implement actions
- closes the complaint and keep records (saved on Sentral, into Executive Teams folder and principal email)

The complaint will be referred to a Specialist area of the Department, if the complaint is regarding:

- allegations of a child protection nature against an employee
- allegations of corrupt conduct
- allegations of misconduct
- possible criminal conduct
- risk of harm to a child
- privacy issues

Evaluation & Monitoring:

This procedure will be reviewed each calendar year in consultation with school staff and community.

Melissa Merchant
Principal



Education
Public Schools

GREAT LAKES LEARNING COMMUNITY RESPECT CHARTER

Advice for Parents/Carers, Visitors and Volunteers

Staff in the Great Lakes Learning Community are committed to providing a safe learning environment that enhances the physical, educational and social/emotional development of our students for all children to be known, valued and cared for.

We also greatly value the contribution and involvement of community members who visit our schools, and we ensure that every member of our school community – students, staff, family members and volunteers feel safe and respected at all times.

Dignity and trust requires respectful behaviour from everyone in the workplace. NSW public schools are committed to providing safe, supportive and responsive learning environments for everyone. We teach and model the behaviours we value in our students.

The Great Lakes Learning Community Schools' RESPECT CHARTER, expects that all its parents, carers, visitors and volunteers:

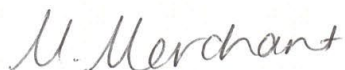
- treat all persons associated with the school with respect and courtesy;
- **understand offensive, aggressive and threatening behaviour will not be tolerated;**
- sign in for a visitor's pass from the office if assisting in the school;
- make mutually convenient appointments to obtain an interview with school staff;
- allow staff to supervise, investigate and manage students without interference;
- discuss issues or concerns about the school, staff, other parents or students through the correct school procedures;
- follow school procedures governing entry and behaviour on school grounds, including any restrictions that may be imposed.

Any person contravening this Charter is advised that the provisions of the *Inclosed Lands Protection Act (1901)* will be enacted.

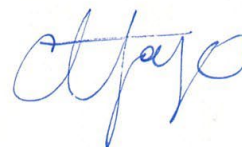
<https://education.nsw.gov.au/legal/media/documents/legal-issues-bulletins/Bulletin-58-Intranet.pdf>

Your co-operation is sought and greatly appreciated, so that we all maintain a safe, respectful and happy learning environment for every student, staff, parent/carer visitor and volunteer in the Great Lakes Learning Community. We look forward to a positive working relationship. Community engagement maximizes how students connect, succeed and thrive.

Principal



P&C President



School Community Charter

 **Collaborative. Respectful. Communication.**

The following School Community Charter outlines the responsibilities of parents, carers, educators and school staff in NSW public schools to ensure our learning environments are collaborative, supportive and cohesive.

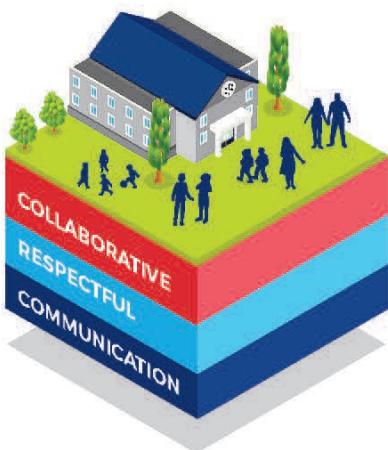
We treat
each other
with
respect

What our schools provide

NSW public schools work to create positive environments for students, staff and the entire school community that support student learning. We strive to ensure that every student is known, valued and cared for.

The best education happens when parents and schools work together.

The School Community Charter aligns with the NSW Department of Education Strategic Plan 2018 – 2022.



Positive environments

It is important that our NSW public schools are positive environments and that parents and carers are kept informed of students' progress and school announcements.

Parents and carers can expect:

- To be welcomed into our schools to work in partnership to promote student learning.
- Communication from school staff will be timely, polite and informative.
- Professional relationships with school staff are based on transparency, honesty and mutual respect.
- To be treated fairly. Tolerance and understanding are promoted as we respect diversity.

We
prioritise
the wellbeing
of all students
and staff

**Unsafe
behaviour**
is not acceptable
in our schools

We work
together
with the
school

Ensuring respectful learning environments for all members of NSW Public Schools communities.



We create
collaborative
learning
environments

We
all play
our part

We work
in partnership
to promote
student
learning

Communicating with our schools

Our staff will find a time to talk to you when they can give you their full attention. Please remember that while our staff are in class or dealing with other matters, they may not be available to answer your questions immediately.

Our schools and communities will make sure that written communication is appropriate, fair and easy to read. We encourage you to use email and social media appropriately to connect with your school and stay up-to-date with up-coming events in the school community.

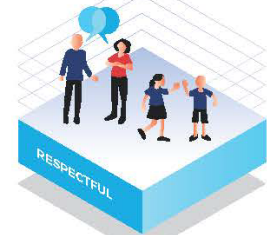
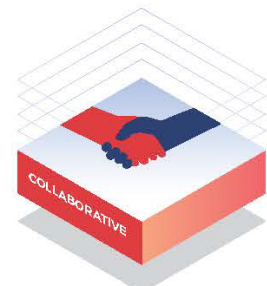
Our guide for parents, carers and students provides useful information about the complaints process:

education.nsw.gov.au/about-us/rights-and-accountability/complaints-compliments-and-suggestions/guide-for-parents-carers-and-students

Respectful communication is a right

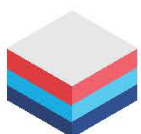
In all workplaces people have the right to feel respected. Unacceptable and offensive behaviour has no place in our school communities.

To ensure the wellbeing of students, staff and the community in our schools, steps will be taken to address unacceptable behaviour. This may include restricting contact with the school community or, in more serious cases, referral to NSW Police.



Unacceptable behaviour may include but is not limited to:

- Aggressive or intimidating actions, such as violence, threatening gestures or physical proximity.
- Aggressive or intimidating language, including the use of obscenities, making sexist, racist or derogatory comments or using a rude tone.
- Treating members of the school community differently due to aspects such as their religion or disability.
- Inappropriate and time wasting communication.



Collaborative.
Respectful.
Communication.

School Community Charter

education.nsw.gov.au