



PERTH  
MONTESSORI  
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## CONCERNS, COMPLAINTS AND DISPUTES POLICY

Related policies:

- Child Protection Policy and procedures.
- Child Safe Code of Conduct
- Disability Discrimination Policy and procedures
- Inclusive Education Policy and procedures
- Racial Discrimination Policy
- Sexual Harassment Policy
- Staff Code of Conduct

### BOARD APPROVAL

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**Date:** 29 Jul 2022

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**Signed by Board Chair:**

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**Name of Board Chair:** Dr. Andrew Marsh

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**Next Revision Date:** Jul 2024

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## 1. PURPOSE

- 1.1. Perth Montessori School recognises that there is a close connection between the school's complaint handling system and its provision of a child safe and inclusive environment. All members of the school community, particularly the students, need to believe that they can express their dissatisfaction with any aspect of their experience of the relationships, systems and processes at the school. They also need to believe that their concerns will be dealt with fairly and promptly and that the school will always seek to work with them to resolve the issues.

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## 2. DEFINITIONS

- 2.1. The following are the definitions key to this policy:
- 2.1.1. **Complaint**  
A complaint is an expression of dissatisfaction made to the school about its services, decisions, actions or those of its Board, staff or students, or about the complaint management process itself.
  - 2.1.2. **Concern**  
A concern is an expression of dissatisfaction that should be treated with the same level of seriousness and in the same way as a complaint.
  - 2.1.3. **Dispute**  
A dispute is a pursued, unresolved complaint that has been escalated, either internally and/or externally to the school.
  - 2.1.4. **Rules of Procedural Fairness**  
The rules of procedural fairness require:
    - 2.1.4.1. a hearing appropriate to the circumstances;
    - 2.1.4.2. lack of bias;
    - 2.1.4.3. evidence to support a decision; and
    - 2.1.4.4. inquiry into matters in dispute.

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## 3. SCOPE

- 3.1. This policy applies to all members of the Perth Montessori community and all who have dealings with the school.

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## 4. POLICY STATEMENT

- 4.1. Perth Montessori School welcomes feedback and seriously addresses all expressions of dissatisfaction as part of providing a safe, inclusive school environment and ongoing school improvement.
- 4.2. The complaints procedures at Perth Montessori School are clear with the roles and responsibilities of the board, principal and staff clearly outlined.
- 4.3. The procedures satisfy the rules of procedural fairness and include processes for recording, investigating and resolving complaints.
- 4.4. The policy and associated procedures are published on the school's website and around the school.
- 4.5. Students are empowered to understand their rights and to report problems, and the complaints procedure is made accessible and responsive to their needs.
- 4.6. Complaints may be written or verbal and can be made to any member of staff.
- 4.7. Whilst it may not be possible to respond to them, anonymous complaints will be recorded and considered.
- 4.8. Complaints will be analysed on a regular basis to identify causes and to inform continuous school improvement.

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## REVISION HISTORY

#	Date	Owner	Change
v1.0	26 Jul 2022	Sally Alderton	Initial drafting and proposal to the Board.