

## COMPLAINTS CHECKLIST

Receiving and clarifying the complaint	
Name of staff member who received the complaint:	
Date that complaint was received:	
Did the staff member displaying the following when receiving the complaint? <ul style="list-style-type: none"> <li>being respectful and helpful,</li> <li>giving the person your undivided attention,</li> <li>not being defensive, apportioning blame,</li> <li>remaining positive, not perceiving anger as a personal attack.</li> </ul>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
Did the staff member do the following? <ul style="list-style-type: none"> <li>listen carefully to the issues being raised,</li> <li>summarise the issues to clarify and check that they understand what the complainant is telling you,</li> <li>empathise and acknowledge the complainant's feelings,</li> <li>find out what the complainant wants to happen as a result of the complaint,</li> <li>tell the complainant that they may use the support of a third party in progressing the complaint, if they feel this is needed,</li> <li>resolve the complaint if possible, or assure the complainant that an appropriate staff member will address their complaint,</li> <li>advise the complainant what will happen with their complaint, thank them for their complaint.</li> </ul>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
Was the complaint made with the assistance of an advocate, interpreter or by a third party (as agreed between the complainant and the principal)?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
Was the complainant notified of any action that will be taken to prevent the problem recurring?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
If the complaint was not resolved immediately, was the complaint referred to the principal as soon as was practicable?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
If a verbal complaint is not resolved did a staff member inform the complainant of the further options: <ul style="list-style-type: none"> <li>putting their complaint in writing, or,</li> <li>assisting the member of staff to record, in writing, the particulars of their complaint.</li> </ul> <i>*In general, if no written complaint is made then no further action is taken.</i> <i>** If the complaint relates to a report about harm the process is directed to the Enkindle Student Welfare Policy- all action will be as per legislated requirements and acted upon without delay</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
If a complainant indicated that they would like to register a formal complaint verbally, did the member of staff make a written outline of the issues concerned?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
Was the record read to the complainant, with opportunity for appropriate amendments and the complainant is asked to sign, where possible, the written version of the complaint? Did the staff member also sign (indicating their personal designation) and date the complaint?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
If the verbal complaint is taken over the phone no signature is required. Did the staff member provide verbal confirmation of the issues that have been recorded?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
If a complainant refused to sign or confirm a written recording of a verbal complaint, the staff member notes the refusal on the written complaint. Was the complainant told that this refusal will be noted and that the process will be reliant on the staff member's interpretation and notes only? Was the complainant notified that they may not, at a later date, make another complaint based on a lack of satisfaction with this record of complaint?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA



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**ENKINDLE**  
VILLAGE SCHOOL

If a written complaint was received, was it date-stamped and forwarded to the Principal?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
If an anonymous complaint was received, was the complainant told of the possible limitations associated with making an anonymous complaint?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
<b>Actioning the complaint</b>	
<b>When the staff member received the complaint, did they?</b> <ul style="list-style-type: none"> <li>begin the process of making an assessment about a complaint from the moment the complaint is received?</li> <li>make an assessment in the first instance about whether the issue can be dealt with as a concern or a complaint?</li> <li>if they are not the principal, refer the complainant or the complaint to the Principal for addressing?</li> </ul>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
<b>The Principal decides whether to:</b> <ul style="list-style-type: none"> <li>take no further action,</li> <li>attempt to resolve the complaint through resolution strategies such as mediation,</li> <li>refer the complaint to the relevant internal or external agency if required,</li> <li>initiate an investigation of the complaint, within the school, if further information is required.</li> </ul>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
<b>Co-ordination of complaints</b> The Principal has the final responsibility for the management of all complaints that relate to school management issues under his/her jurisdiction. Has the complaint been referred to another staff member in the school for action (for example, the Deputy Principal, Business Services Manager or nominated staff member).	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
Has the Principal ensured that records of the complaint and any referral of the complaint are kept for either internal or external review?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
<b>Investigating the complaint</b>	
The Principal or delegate gathers all the necessary facts about the complaint while keeping in mind the principles of natural justice of all parties concerned. <b>Has the Principal or delegate investigated the complaint by?</b> <ul style="list-style-type: none"> <li>collecting and analysing information relevant to the matter,</li> <li>working collaboratively with all people involved,</li> <li>finding the facts relating to the matter,</li> <li>identifying any contributing factors to the matter,</li> <li>consulting the relevant <i>DET Procedure Register</i> on issues that relate to the complaint,</li> <li>documenting the investigation report or outcome.</li> </ul>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
<b>Final decisions for the complaint</b>	
Based on the facts gathered in Phase 3 about the complaint, the Principal, or delegate, makes a decision on the complaint. <b>Was the complainant notified of the decision?</b> Within 28 days of the receipt of the complaint, the Principal provides the complainant with either: <ul style="list-style-type: none"> <li>a written response, including reasons for the decision, or,</li> <li>a written notification that their complaint has been referred to an internal or external agency.</li> </ul> <small>*Letter of response attached</small>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
<b>Reviewing the complaint</b>	
If the complainant is not satisfied with this response, were they encouraged to discuss it further with the school Principal, or to pursue the matter with external authorities if they wish? <small>*If at any stage throughout the process if the matter is considered an emergency, legal, ethical or safety issue, Enkindle staff are encouraged to use their best judgement to expedite the complaint process.</small>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA



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