Making a complaint...

A parent/guardian can raise a complaint about any aspect of the schools’ operations.

Please...
- raise your complaint as soon as you can after the issue occurs
- put in writing providing detailed factual information
- maintain and respect everyone’s privacy and confidentiality
- be calm, courteous, honest and sincere.

Please also...
- recognise everyone has rights and responsibilities that must be balanced
- respect and understand each other’s perspectives; value difference rather than judge and blame
- realise we need to achieve an outcome acceptable to everyone involved.

Addressing Complaints:
Our response will be prompt, courteous, efficient and fair.

We will follow the process outlined here:
- Acknowledge your complaint by phone, email or mail and let you know how long it will take to investigate
- Record details in the school’s register of complaints
- Give you a copy of the HPS Complaints Policy and DEECD Pamphlet
- Investigate and provide a response as soon as possible
- Make every effort to resolve your complaint within 20 school days.

Resolutions:
When a complaint is justified, the school will work with you to find an appropriate solution such as:
- an explanation or further information
- Mediation, counselling or other support
- An apology, expression of regret or admission of fault
- Change a decision
- Change policies, procedures or practices, cancel a debt (such as school payments), reduce a fee.