Your Rights and Responsibilities

Windsor Gardens Secondary College respects the rights of any parent or caregiver to be able to raise a concern or complaint and have it dealt with fairly and within a suitable time frame.

The college also wants to ensure the positive relationships between parents, college staff and students is maintained.

This procedural guide aims to support any parent or caregiver who would like to raise a concern or complaint in relation to the policies, procedures, or personnel of the College.

These guidelines are designed to:
- Assist parents when raising a concern or complaint by providing clear instructions of the complaint management process
- Ensure that concerns/complaints are resolved in a consistent systematic, fair and timely matter
- Encourage the resolution of complaints at the college level
- Allow parents more than one pathway for resolution to occur

These procedures do not apply to matters where there are legislated requirements or existing policies and processes of appeal, for example, appeals relating to student suspension and expulsion.

What is a concern or complaint?
(taken from DECD Parent Complaint Unit)

A complaint may be made by a parent/caregiver if they feel that the college has, for example:
- Done something wrong
- Failed to do something it should have done
- Acted unfairly or impolitely

Your concern or complaint may be about:
- The type, level or quality of services
- The behaviour and decisions of staff
- A college policy, procedure or practice

Help with a concern or complaint

All staff at WGSC will help:
- you to agree on a plan of action and a time frame.
- explain and guide you through the resolution process
- gather information about policies and procedures and explain them to you
- clarify the problem and help you with your concern or complaint
- follow up on the progress or outcome of your concern or complaint

We all want the best outcome for you, your child and the College.
CONCERN OR COMPLAINT

CLASSROOM CONCERN
- Ring the subject teacher to make a time to discuss with the teacher your concern
- Allow 5 working days for the teacher to make a time to discuss the issue
- This may be face to face or by phone
- Identify and discuss with the teacher possible courses of action that could be taken to resolve your complaint/concern and the time frame within which this will occur

If no resolution is possible
- Contact Subject Coordinator, Deputy Principal or Principal
  - Discuss the nature of the complaint to seek a positive outcome
  - Allow 5 days for a resolution of your concern/complaint

SCHOOL WIDE CONCERN
- Ring the college to arrange a time to discuss concern/complaint with any of the Leadership Team
- The Leadership Team comprises
  - Principal
  - Deputy Principal
  - Assistant Principals
  - Business Manager
- PH 82612733

If no resolution is possible
- Contact the Northern Area Regional Office
  - You may choose to contact the Assistant Regional Director
  - The Regional Office will review your concern/complaint
  - The Regional Office will aim to resolve your concern or complaint within 20 working days

DECD PARENT COMPLAINT UNIT
- To provide advice and support to parents about their concern or complaint
- To objectively review complaints that have not been resolved at the school or regional level

ADVICE AND SUPPORT
You can contact the Unit’s hotline (1800 677 435) at any time to discuss your concern or complaint or to seek advice about solving school problems

PHONE NUMBERS
- W.G.S.C. 8261 2733
- Northern Area Office 8256 8111
- Parent Complaint Unit 1800 677 435