
COMPLAINTS POLICY

Perth Montessori is committed to providing a safe, respectful and inclusive environment where all members of the school community can raise concerns or complaints with confidence. This policy outlines the School's commitment to managing concerns fairly, promptly and in accordance with the principles of procedural fairness, while using feedback to strengthen student safety, wellbeing and continuous improvement.

APPROVAL

Document Code PM-AO-POL-Complaints

File Path [PM-EF-POL-Complaints.docx](#)

Document Category Enrolment and Family Engagement

Document Type Policy

Version V2.0

Owner Board

Effective Date 23 Sep 2026

Next Revision Date 23 Sep 2028

Registration Standard/s	☐ 1-Curriculum	☐ 7-Critical Incidents
	☐ 2-Staff Ratios	☒ 9-Complaints
	☐ 3-Days/Hours Instruction	☐ 10-Child Abuse
	☐ 4-Staff	☐ 11-Finances
	☐ 5-Premises/Facilities	☐ 12-Behaviour Management
	☐ 6-Enrolment/Attendance	☐ 13-Age of Enrolment
		☐ 14-Delivery of Curriculum

CONTENTS

1.	PURPOSE.....	3
2.	DEFINITIONS	3
3.	SCOPE.....	3
4.	POLICY STATEMENT	4
5.	ROLE OF THE DIRECTOR GENERAL	5
6.	RESPONSIBILITIES	5
7.	RELATED DOCUMENTS AND LEGISLATION.....	6
8.	REVISION HISTORY	6

1. PURPOSE

- 1.1. Perth Montessori recognises that an effective complaints handling system is an essential part of providing a child safe and inclusive school environment. All members of the school community, particularly the students, should feel confident to raise concerns or complaints about any aspect of their experience at the School. The School is committed to responding to concerns fairly, respectfully and promptly and to working collaboratively with those involved to achieve an appropriate resolution.

2. DEFINITIONS

Term	Definition
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.
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.
Dispute	A dispute is a pursued, unresolved complaint that has been escalated, either internally and/or externally to the school.
Rules of Procedural Fairness	The rules of procedural fairness require: • a hearing appropriate to the circumstances; • lack of bias; • evidence to support a decision; and • inquiry into matters in dispute.

3. SCOPE

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

4. POLICY STATEMENT

4.1. Perth Montessori welcomes feedback and seriously addresses all expressions of dissatisfaction as part of providing a safe, inclusive school environment and ongoing school improvement.

4.2. All concerns and complaints will be managed:

- respectfully
- promptly
- confidentially
- consistently
- in accordance with the principles of procedural fairness.

4.3. The School seeks, wherever appropriate, to resolve concerns informally and at the earliest opportunity.

4.4. Where informal resolution is not appropriate or unsuccessful, concerns will be managed through the formal complaints procedures.

4.5. Students will be supported to understand:

- their right to raise concerns
- how to make a complaint
- who they can speak to
- how they will be supported throughout the process.

Complaints processes will be accessible and responsive to children's age, maturity and individual needs.

4.6. Complaints may be made verbally, in writing or electronically and may be submitted anonymously. Anonymous complaints will be considered where sufficient information is available to enable appropriate action to be taken.

4.7. **Child Safety**

Any concern or complaint involving the safety, wellbeing or protection of a child will be managed in accordance with the School's Child Protection Policy and any applicable legal reporting obligations.

Nothing in this policy limits the School's obligations to report concerns to external authorities.

4.8. **Confidentiality**

Information relating to concerns and complaints will only be shared with those who require the information to investigate, manage or respond to the matter.

Absolute confidentiality cannot always be guaranteed where disclosure is required by law or necessary to protect the safety or wellbeing of another person.

4.9. **Protection from Victimisation**

A person who raises a concern or complaint in good faith, or participates in an investigation, will not be disadvantaged or victimised because they have done so.

Knowingly false or malicious complaints may themselves be addressed through the School's policies or disciplinary procedures.

4.10. **Unreasonable or Vexatious Complaints**

The School is committed to considering all concerns and complaints fairly.

However, the School is not required to continue dealing with a complaint where, after careful consideration, it is satisfied that the complaint is:

- frivolous, vexatious or malicious;
- lacking substance or evidence;
- intended to harass, intimidate or cause unreasonable disruption; or
- substantially the same as a matter that has already been investigated and determined, unless significant new information becomes available.

Before deciding to discontinue consideration of a complaint, the principal will consider all relevant circumstances and ensure the decision is consistent with procedural fairness.

This provision does not apply to concerns involving the safety or wellbeing of a child.

Where a decision is made not to proceed with a complaint under this section, the complainant will, where appropriate, be advised of the reasons for that decision.

4.11. **Accessibility**

Reasonable assistance will be provided where a person requires support to access the complaints process because of disability, language, literacy, cultural background or other individual needs.

4.12. **Continuous Improvement**

The School will maintain a complaints register and periodically review complaint data to identify recurring issues, improve practices and strengthen student safety and organisational performance.

4.13. **Publication**

This policy and the associated procedures are available on the School's website and are communicated to staff, students and families in age-appropriate ways.

5. ROLE OF THE DIRECTOR GENERAL

- 5.1. The Director General of the Department of Education is responsible for monitoring the School's compliance with the Registration Standards for Non-Government Schools, including the standard relating to complaints handling.
- 5.2. Any student, parent or community member may contact the Director General regarding concerns about the School's compliance with the Registration Standards.
- 5.3. The Director General may investigate whether the School has complied with the standards but cannot intervene in individual complaints or overturn decisions made by the School.

6. RESPONSIBILITIES

6.1. The Board will:

- oversee the effectiveness of the complaints handling system;
- review complaints referred to it under the procedures;
- consider complaints concerning the principal or governance matters;
- monitor complaint trends to support continuous improvement.

6.2. The principal will:

- implement this policy;
- ensure complaints are managed fairly and promptly;
- maintain the Complaints Register;
- ensure complaints involving child safety are managed appropriately;
- ensure the complaints process is accessible;
- report systemic issues to the Board.

6.3. All staff will:

- support students to raise concerns;
- respond appropriately to concerns;
- refer formal complaints in accordance with the procedures;
- maintain confidentiality;
- comply with child protection reporting obligations.

7. RELATED DOCUMENTS AND LEGISLATION

- School Education Act 1999 (WA)
 - School Education Regulations 2000 (WA)
 - Complaints Procedure
-

8. REVISION HISTORY

#	Date	Owner	Change
v1.0	26 Jul 2022	Sally Alderton	Ratified by the Board
V2.0	14 Jul 2026	Sally Alderton	Removed Appendix 1 Incorporated the legislative and registration requirements into the policy content through statements on child safety, protection from victimisation, vexatious complaints, the role of the director general and responsibilities.