
COMPLAINTS PROCEDURE

This procedure outlines the process for receiving, managing, investigating and resolving concerns and complaints at Perth Montessori. It supports the School's commitment to a child safe, respectful and inclusive environment by ensuring complaints are handled fairly, promptly, confidentially and in accordance with the principles of procedural fairness.

APPROVAL

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1. RELATED POLICY

This procedure supports the Complaints Policy by explaining the operational process to manage complaints.

2. PURPOSE

These procedures explain how Perth Montessori receives, manages, investigates, records and resolves concerns and complaints in accordance with the Concerns, Complaints and Disputes Policy. The School aims to resolve concerns as early as possible through respectful communication while ensuring all complaints are managed fairly, confidentially and in accordance with the principles of procedural fairness.

3. GUIDING PRINCIPLES

- Encourage concerns to be raised early.
- Treat all complainants respectfully.
- Act promptly and fairly.
- Maintain confidentiality wherever possible.
- Provide procedural fairness to all parties.
- Keep appropriate records.
- Use complaint information to improve the School's practices and systems.

4. IMPLEMENTATION

4.1. MAKING A COMPLAINT

Concerns or complaints may be made in person, by telephone, by email, in writing, electronically using the School's online form or anonymously. Students may make a complaint directly or with the assistance of a trusted adult, parent, staff member or friend. Complaints should ordinarily be directed to the staff member most closely connected with the matter. Complaints concerning the Principal should be directed to the Chair of the Board.

Upon receiving a complaint, the Principal (or delegate) will assess whether the matter is a concern or formal complaint, whether immediate action is required, whether child protection or mandatory reporting obligations apply, whether the matter can be resolved informally, who should manage the complaint and whether an investigation is required.

Where a complaint concerns the safety or wellbeing of a child, the matter will immediately be managed in accordance with the Child Protection Policy before any other aspect of these procedures.

4.2. INITIAL ASSESSMENT

Upon receiving a complaint, the Principal (or delegate) will assess whether the matter is a concern or formal complaint, whether immediate action is required, whether child protection or mandatory reporting obligations apply, whether the matter can be resolved informally, who should manage the complaint and whether an investigation is required.

Where a complaint concerns the safety or wellbeing of a child, the matter will immediately be managed in accordance with the Child Protection Policy before any other aspect of these procedures.

4.3. COMPLAINTS PROCESS

1. Receive the complaint.
2. Acknowledge receipt.
3. Assess the complaint.
4. Gather relevant information.
5. Provide each relevant person an opportunity to respond.
6. Determine findings based on the available evidence.
7. Determine appropriate actions.
8. Communicate the outcome.
9. Offer a review where appropriate.
10. Record and close the complaint.

4.4. TIMEFRAMES

Action	Target
Acknowledge complaint	Within 2 working days
Initial assessment	Within 5 working days
Advise expected timeframe	Within 5 working days
Progress update (if required)	Every 10 working days
Aim to finalise	Within 20 working days

4.5. PROCEDURAL FAIRNESS

All formal complaints will be managed in accordance with procedural fairness. Each party will have an opportunity to respond, decisions will be made without bias, findings will be based on relevant evidence and determined on the balance of probabilities.

4.6. SUPPORT PERSONS

Complainants and respondents may have a support person present during meetings.

4.7. UNREASONABLE OR VEXATIOUS COMPLAINTS

The Principal may discontinue consideration of complaints that are frivolous, vexatious, malicious, lacking substance, intended to harass or substantially repeat matters already investigated, provided procedural fairness has been observed. This does not apply to child safety matters.

4.8. COMPLAINTS CONCERNING THE PRINCIPAL

Complaints concerning the Principal must be directed to the Chair of the Board, who will determine the appropriate process.

4.9. WITHDRAWAL OF COMPLAINTS

A complainant may withdraw a complaint at any time. The School may nevertheless continue investigating where child safety concerns, legal obligations or the protection of the School community require.

4.10. EXTERNAL AUTHORITIES

Nothing in these procedures prevents a person from contacting an appropriate external authority.

4.11. RECORD KEEPING

The Principal will maintain a confidential Complaints Register recording complaint details, actions taken, outcomes and any systemic improvements identified.

4.12. CONTINUOUS IMPROVEMENT

Complaint information will be reviewed periodically to identify recurring issues, improve policies and procedures and strengthen child safety and organisational performance.

5. APPENDICES

Appendix A – Complaints Flowchart

Appendix B – Child-Friendly Complaint Information

Appendix C – Complaints Register

6. REVISION HISTORY

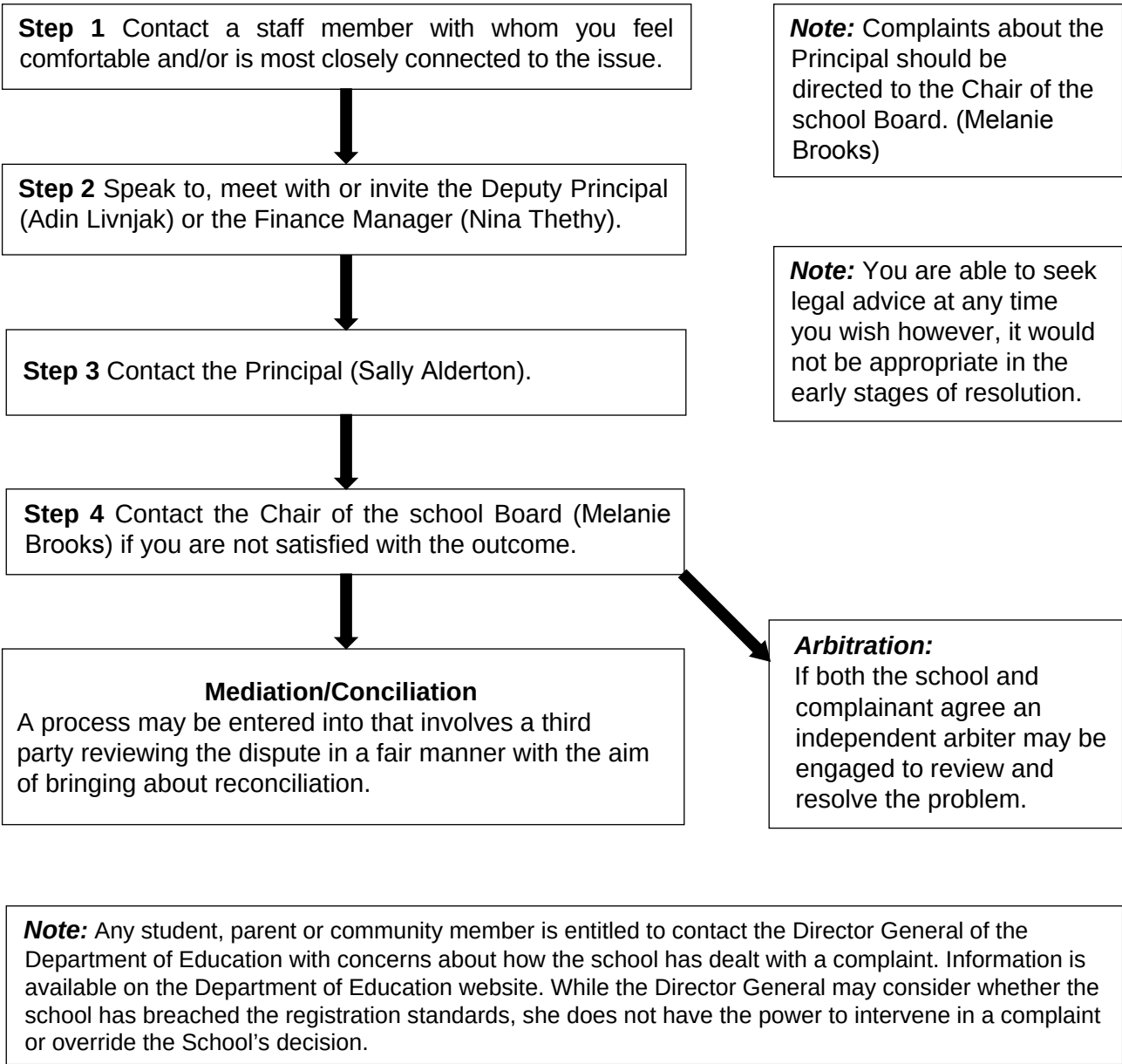
#	Date	Owner	Change
V1.0	29 July 2022	Principal	
V2.0	14 July 2026	Principal	Comprehensively revised and modernised the procedure. Clarified complaint handling processes, responsibilities, timeframes and record-keeping requirements; strengthened child safety, procedural fairness and confidentiality provisions; introduced guidance for unreasonable or vexatious complaints; removed duplicated policy content; and aligned the

			procedure with the revised Concerns, Complaints and Disputes Policy and current Registration Standards for Non-Government Schools.
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Complaints Flowchart

At each step in the process, every attempt will be made to address your concerns or complaint. Records will be kept of all concerns and complaints, to help the Principal and the Board to address the underlying causes of any recurring matters.



SOMETHING NOT RIGHT? TELL US.




You will not get
in trouble for
telling us.

You have the right to feel safe, happy and respected at school.
We are here to listen and help.

YOU CAN TELL US IF...



someone hurts
or scares you



someone touches you
in a way you
don't like



someone is
unkind or
bullying you



something online
worries you



something
feels unfair



anything
doesn't feel right

HOW CAN YOU TELL US?



Talk to
an adult



Draw or
write it



Point to
a picture



Ask someone
to help you



We will
listen



We will take
you seriously



We will help
keep you safe



We will tell
you what
happens next

WHAT WILL WE DO?



You will not get in trouble for telling us.



YOU CAN TALK TO...



Sally
Principal



Adin
Deputy Principal



Your teachers
We are here
to help.



**Any trusted
adult at school**
You can talk to
anyone you trust.

WE'RE LISTENING

Appendix B: Child Friendly
Complaint Information



Got a concern? Tell a teacher, a trusted adult, a friend,
or use the QR code. We're here to listen.

Student Concerns & Complaints
Form





PERTH
MONTESSORI Appendix C Complaints Register

Date Lodged	Complaint Number	Complainant, eg Staff, parent, community.	Summary of nature of complaint	Action		Outcome	Date Closed	School response eg policy or procedure considerations or changes
				Date	Description			

Location: Administration & Management/Documents/Policies/Enrolment & Family Engagement