



Court Grammar
School

COMPLAINTS, CONCERNS and DISPUTES POLICY for PARENTS / CAREGIVERS

Registration Standard: 2.9.1v2

Date Approved: October 2026

Purpose:	To clearly define the policy for parents/caregivers to raise more formal complaints, concerns and disputes with Court Grammar School (CGS).
Scope:	Provide a clear policy to explain the process to raise complaints, concerns and disputes at CGS; and to support staff by clarifying their responsibility in addressing any complaints or concerns raised.
Definitions	Court Grammar School – CGS Complaints – The word Complaint in this document covers all complaints, concerns and disputes

Introduction

Court Grammar School (CGS) welcomes suggestions, feedback and comments from parents/caregivers, students, the community or staff, and takes all complaints seriously.

This Complaints, Concerns and Disputes Policy for Parents/Caregivers, and its procedures, are to be used when raising more formal or serious issues. For general day to day school feedback, comments and minor issues you should follow the procedure in the Parent/Caregiver Communication with School procedure.

The safety, wellbeing and protection of all students is our highest priority. CGS is committed to providing a secure, inclusive and child-safe environment where every young person feels safe, is respected and is encouraged to reach their full potential. We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and with consistency. We will always give priority to any complaints involving the safety, welfare, and well-being of students.

This policy deals with procedures for parents/caregivers. Staff should refer to the 'Staff Dispute & Grievance Policy' if they have any complaints, concerns or disputes.

Parents/Caregivers will often wish to raise issues on behalf of their children. However, there are other issues which students may choose to raise on their own behalf, or which may best be raised by them. A separate policy is available for students to follow and the procedure poster will be available in student organiser and on display around the school.

What is a complaint, concern or dispute?

A complaint is 'an expression of dissatisfaction' made to the school about its services, decisions, actions (or those of its staff or students), or about the complaint management process itself. A complaint is generally expressed in a negative tone seeking prompt resolution.

A concern is 'an expression of worry, doubt or unease in a particular matter or situation' that needs to be highlighted and a solution sought. A concern is typically expressed in a more neutral tone focusing on problem solving and wellbeing.

A dispute is a formal, unresolved disagreement where parties take opposing sides, often requiring a third-party resolution mechanism.

CGS Commitment

A complaint may be raised about the school, a specific department in the school, about a particular school activity, about an individual member of staff, about one or more students or about another member of the school community. CGS commits to ensure that all complaints are handled seriously and with consistency.

CGS recognises that parents/caregivers have a right to complain and our aim is to ensure that:

- Parents/Caregivers wishing to make a complaint know how to do so.
- A child-focused, child-friendly, culturally safe complaint process is adopted.
- Complaints are received in a positive manner and the outcome, the complainant or the subject of the complaint is not pre-judged.
- Complaints are dealt with promptly and thoroughly and those who have raised them are kept informed about progress.
- All complaints are handled on their own merits.
- The complaint process allows contact to be made face-to-face, by email, by telephone call, a letter or a meeting.
- Parents/Caregivers and students can expect to be taken seriously and can approach any member of staff about their issue.
- Training is provided to staff and volunteers on the complaints process.
- Complaints made by parents/caregivers will not rebound adversely on their children
- Confidentiality is respected and maintained, so far as is possible.
- A resolution of the issue is sought, with the parties directly involved, at the local level.
- Children, young people, families, communities, staff and volunteers are engaged in the review processes and CGS provides feedback on review outcomes.
- Complaints are recorded and regularly analysed in order to identify causes or systemic weaknesses.
- When receiving, responding to and investigating complaints of child harm or abuse Mandatory Reporting obligations are adhered to.
- The complaint processes are reviewed annually, or after a major event. Where appropriate, student participation will be sought in reviews.

The Director General

The Director General of the Department of Education is responsible for ensuring that the school observes the registration standards, including the standard about its complaints handling system. Any student, parent/caregiver or community member is entitled to contact the Director General with concerns about how the school has dealt with a complaint. Information is available on the Department of Education website and below.

While the Director General may consider whether the school has breached the registration standards, they do not have power to intervene in any specific complaints or override the school's decision.

CGS recognises and acknowledges your entitlement to complain, and we hope to work with you in the best interests of the children and young people in our care.

Making a complaint

Local Resolution

Any member of CGS staff will be happy to help if a complaint is raised. In the first instance we recommend parents/caregivers contact the person who knows their child the best i.e. Pastoral Care Advisor (PCA), other teacher, Year Group Coordinator. They may be able to resolve the matter quickly and with the minimum of fuss. You can lodge a complaint in-person, by phone, by letter or email.

Persons for whom English is not their first language, or who have reduced literacy skills, may bring a translator or advocate.

Depending on the type of complaint made, the school will make a reasonable effort to initiate a response to any observed or reported harmful behaviour, including bullying, within two (2) school days of becoming aware of the behaviour. If required, any initial response will involve early safety and support planning and action to prevent further harm and initial communication actions, recognising further time may be required to fully investigate the issue.

If you do not get a satisfactory resolution from your first contact you, or the member of staff you dealt with, can refer the complaint to the next level (see Annex A). Any complaint you make will be noted on the students individual SEQTA profile and, if escalated, recorded on the School Complaints Register so that progress can be monitored and reviewed.

CGS is here to support you and your child, and we want to hear from you if you are facing any issues.

Anonymous Complaints

CGS would prefer to know the identity of a person making a complaint as it can help in investigation, resolution and feedback.

Anonymous complaints will be noted and dealt with in accordance with the circumstances, available information and the action required.

Response to the complaint

Complaints raised in person or by telephone may be resolved immediately and to your satisfaction. However, if you have made a complaint or raised a concern in writing, we will aim to contact you within two (2) school days, to explain how we propose to proceed.

In many circumstances, the person you contact will need time to investigate the matter and consider it further before responding. You will be given a date by which time you will receive a formal response. If a detailed exploration of the issue is needed, a letter or report will be sent to you as quickly as possible. This will tell you of the outcome of your complaint. It will explain the conclusion, the reasons for it, and any action taken or proposed.

Confidentiality

Your complaint or concern will be treated in a confidential manner and with respect. Where necessary, knowledge of it will be limited to the Principal and those directly involved. The Chair of School Board may also need to be informed depending on the severity of the complaint. It is CGS's policy that complaints made by parents/caregivers will not rebound adversely on their children.

We cannot entirely rule out the need to make third parties outside the school aware of the complaint and, possibly, the identity of those involved. You will be notified if information is passed to a third party, such as the Police or other external authorities, unless this is prevented by legal obligation.

In some cases, we will not be able to discuss the details of action taken as it would be inappropriate. Legally we cannot divulge information of matters which require the involvement of a relevant government authority, without the permission of that government authority.

Not satisfied with the outcome

CGS hopes to resolve the matter, so you feel satisfied with the outcome, or at least that your complaint has been fully and fairly considered.

If you are not satisfied, you can write directly to the Chair of School Board. The Chair will obtain a full report from the Principal; examine matters thoroughly to determine if the complaint has been handled in accordance with the school's policy and procedure; as well as to give any further consideration.

If the outcome of the Chair's review and consideration does not bring about a resolution due to a breach of the School's Complaints Policy and Procedure, you can write to the Director General, Department of Education.

Contact details

- 1) Formal written complaints should be addressed to:

Private and Confidential

The Principal
Court Grammar School
1 Bishop Road
Mundijong WA 6123

Or Email principal@cgs.wa.edu.au

Serious complaints will be shared with the Chair of Board by the Principal.

- 2) There may be certain circumstances when the parent/caregiver needs to direct their complaint in writing to the Chair of the Board. This could be if the complaint is about the Principal; or a Board member; or when you are not satisfied with the Principal's decision. You can write to:

Private and Confidential

The Chair of Court Grammar School Board
1 Bishop Road
Mundijong WA 6123

Or Email: BoardChair@cgs.wa.edu.au

- 3) Complaints about the Chair of the School Board's decision may be addressed to:

Director General
Department of Education
Email: complaints@education.wa.edu.au

Or visit the website: <https://www.education.wa.edu.au/web/form/submit/-/form/pws/complaint>

Additional Resources

- Annex A: Parents/Caregivers Complaints, Concerns and Disputes Procedure - Flow chart
- Annex B: Parents/Caregivers Complaints, Concerns and Disputes Procedure - Complaints Log

Version:	Date approved:	Reviews/amendments:	Approved by:
	October 2027	REVIEW DUE	
2.0	October 2026	Full review and re-draft for 2027 Re-registration	Deputy Principal
1.5	2022	Reviewed	Deputy Principal
1.4	2022	Reviewed	Deputy Principal
1.3	2019	Updated with change of school name	Deputy Principal
1.2	2018	Updated flowcharts	Deputy Principal
1.1	2017	Inclusion of Disputes	Deputy Principal
1.0	2015	Original draft	

Policy Context:	
Registration Standard:	Section 2, Standard 9: Complaints, CGS Document 1 Cross reference to Section 4: Levels of Care
Legislation/references:	<ul style="list-style-type: none"> • School Education Act 1999 • Incorporated Associations Act 2015 • Non-Government Schools' Registration Standards and Requirements
Contractual Obligations:	
Related School Policies, forms, documents and record keeping:	<ul style="list-style-type: none"> • CGS Statement of Commitment to Student Safety • Communication with the School Procedure • Bullying Prevention and Reporting Policy • Mandatory Reporting Policy (Wellbeing Policy - tbc) • Code of Conduct – Parent/Caregiver and Student codes • Complaints Policy for Students • Staff Dispute and Grievance Resolution Policy

Annex A – Parent/Caregivers Complaints and Concerns Procedure

(Complaints, Concerns and Disputes Policy for Parents/Caregivers – 2.7.2v2 August 2026)



