

# DE Communication & Complaints Resolution

## Policy Scope

This policy is for the management of ACC Marsden Park Ltd. The Principal or their delegate is responsible for the implementation of the policy and any procedures.

## Policy

The purpose of this policy is to outline the communication options for onsite supervisors and parent/guardians and to outline the process for resolving concerns.

This policy is applicable for DE onsite supervisors and parent/guardians. It operates in addition to the [Complaints Management Policy](#).

This policy works in conjunction with [Student-Teacher Communication](#) which outlines how a DE student communicates with their teacher.

## Communication Overview

Before enrolment, communication with the school is through the school website or via phone or via email.

After enrolment, the onsite supervisor is given “parent access” to Schoology so that they can communicate directly with DE staff through the learning management system.

Onsite Supervisors and parent/guardians may also choose to communicate with the school through email or via phone or in a face-to-face meeting.

The school provides limited technical support for onsite supervisors in the form of a Teamviewer session where a teacher can login and see exactly what the onsite supervisor and student are seeing on their own computer.

## DE Complaints Resolution Process

1. All complaints and concerns are to be handled with procedural fairness and natural justice as defined in the [Complaints Management Policy](#).
2. If there is a concern or complaint regarding the learning program, the first point of contact is the teacher.
  - a. If the issue is related to a technical function, the teacher has the ability to resolve most potential issues on the school learning management system (such as a broken web link or a quiz that needs to be re-attempted).
  - b. If the issue is related to a different matter, the teacher will use their discretion with due process and natural justice to resolve the issue in conjunction with the Academic Coordinator and the Deputy Principal.
3. If there is a concern or complaint regarding the residential schools, the first point of contact is the administration team member responsible for the residential school.

- a. If the administration team member cannot resolve the issue, the issue will be referred to the Administration Manager.
4. If there is a concern or complaint about a staff member, and the person making the complaint feels uncomfortable, the first point of contact is the Deputy Principal.

**Policy Review**

2017

**Policy Version**

1.0