

# Barton Primary School

## COMPLIMENTS MANAGEMENT POLICY

14/12/2017

### RATIONALE

Barton Primary School acknowledges that parents and caregivers have an opportunity to compliment the school and personnel within, on all aspects of school performance, through a monitored process. The school welcomes feedback from parents and the school community, and will use this feedback to inform the development of policies and practices where applicable. The school's approach to handling compliments is based on a commitment to:

- providing a safe and supportive learning environment
- building positive relationships between students, parents and staff
- maintaining a fair and transparent process for parents and community members to share their compliments with the school and school personnel

This policy ensures that compliments are dealt with in a fair and transparent way. Compliments will be handled responsibly, openly and in a timely manner.

### AIM

The underlying premise of the compliments management policy is for the school to have a clear and transparent process for parents, family members or community members who wish to provide positive feedback and compliments to the school and/or particular staff members.

When addressing a compliment it is expected that parents and the school community will:

- operate within applicable legislation
- be an expression of praise, encouragement or gratitude about a service, either individual, team or whole school based

All staff must observe the code of conduct for Victorian public sector employees.

### IMPLEMENTATION

Parents and community members should follow the processes as outlined in this policy.

When the school receives a compliment (either written or verbal) from a parent or community member, we will follow the processes outlined below:

1. maintain fair procedures
2. publicise the compliment with the appropriate member/members of staff
3. review the compliment handling implementation procedures regularly
4. ensure all school personnel are aware of the school's compliments policy
5. actively assist parents with the compliments process

All compliments regarding our students will be shared with the relevant student(s), their class teacher and where appropriate, acknowledged at assemblies and through school communications channels.



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This policy was ratified by School Council on 13<sup>th</sup> December 2017

### EVALUATION

This policy will be reviewed every three years or more often if necessary due to changes in regulations or circumstances.

### REFERENCES

<http://www.education.vic.gov.au/school/parents/complaints/Pages/default.aspx>

