

	Policy Name:	Concerns and Complaints Policy	Date of approval:	28/5/2018
	Responsible:	Leadership	Review date:	05/2022



CONCERNS AND COMPLAINTS POLICY

Rationale

The purpose of this policy and procedure document is to ensure that there are clear guidelines to enable parents to raise concerns and complaints at the school level.

Concerns and Complaints Covered by the Policy:

- General issues of student behaviour that are contrary to the schools code of conduct
- Incidents of bullying or harassment in the classroom or the school yard
- Learning programs, assessment and reporting of student learning
- Communication with parents
- School fees and payments
- General administrative issues

Expectations

The school expects a person raising a concern or complaint to:

- Do so promptly, as soon as possible after the issue occurs
- Provide complete and factual information about the concern or complaint in writing
- Maintain and respect the privacy and confidentiality of all parties
- Acknowledge that a common goal is to achieve an outcome acceptable to all parties
- Act in good faith, and in a calm and courteous manner
- Show respect and understanding of each other's point of view and value difference, rather than judge and blame
- Recognise that all parties have rights and responsibilities

Raising Concerns and Complaints:

In the first instance, a complaint should be made to the school. Every effort will be made to resolve the complaint at the school level. Mediation is encouraged if a situation presents where resolution proves difficult. DEECD also supports resolution of complaints at school level.

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DEECD information for parents on raising concerns and complaints can be found here:

<http://www.education.vic.gov.au/about/contact/Pages/complaininfo.aspx>

The complainant should telephone, visit or write to:

- The students teachers or home group teacher upon learning of the issues and incidents that happened in their class group
- The Principal about issues relating to school policy, school management, staff members or very complex student issues
- School Council members about general concerns.
- The office and they will be directed to the appropriate person.

Managing Parent Concerns and Complaints Information

The following details of complaints received, will be recorded (on the Principal's discretion):

- Name and contact details (with permission) of the person with a concern or complaint
- The date the concern was expressed or complaint made
- The form in which the concern or complaint was received such as face to face, by telephone, in writing or by email
- A brief description of the concern or complaint
- Details of the school officer responding to the concern or complaint
- Action taken on the concern or complaint
- The outcome of the action taken on the concern or complaint
- Any recommendations for future improvement in the school policies or procedures
- However, in the first instance, when the complaint is easily resolved in a telephone call, a brief note in the school Principal /teacher's diary recording the issue and the resolution may be all that is required.

Concerns and complaints about general school matters such as timing of events, school policies and facilities will be addressed by the Principal or a relevant staff member. The school will make every attempt to resolve a concern or complaint as quickly as possible. Should the complaint involve complex issues, the school might need to take advice from the regional office which may take more time. The school will tell the complainant the new timeline for addressing the complaint and the reasons for any delays.

Referral of Concerns or Complaints:

If all avenues to resolve the concern or complaint have been exhausted and the complainant is not satisfied with the outcome determined by the school, they should contact DEECD's Liaison Officer. The officer from the region will ask the complainant for a complete factual account in writing of the concern or complaint and the complainant's opinion about why the school did not resolve it to their satisfaction. If the complaint cannot be resolved by the complainant, school and region working together, the regional office may refer it to the Departments Group Coordination Division. The Division will ask the complainant for a complete and factual account in writing of the concern or complaint and the complainant's opinion about why the school and regional office did not resolve it to their satisfaction and will ask

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the complainant to outline their view on the course of actions required to resolve the complaint. Where the complaint is unable to provide a written account the officer from Group Coordination Division should act on the information provided.

This policy will be reviewed every 4 years.