

## 1. Purpose

The purpose of this Complaints & Grievances Policy is to demonstrate that the College is committed to promoting a healthy, supportive, and secure environment for all members of our community, particularly students. We strive to raise awareness of what builds student resilience, to develop strategies that reduce vulnerabilities, and to create environments where students feel empowered, respected, and safe.

The provision of Student Welfare is essential to achieving the goals of the College and is a prerequisite for student success in learning and personal development. My College is committed to ensuring that high standards of conduct are maintained at all times by staff, students, volunteers, and community members. We aim to ensure that all complaints and grievances are managed and resolved fairly, promptly, confidentially, and in accordance with relevant legislation, the principles of procedural fairness, and our obligations under Ministerial Order 1359.

## 2. Scope

This policy applies to all students, parents and members of the College community and is inclusive of all school environments (physical and online).

## 3. Policy Statement

My College aims to provide a positive and productive school environment for all members of the school community. It is important to us that we foster a culture of respectful communication and a solutions-focussed approach at all levels of the College. We will attempt to resolve complaints and grievances promptly and with principles of procedural fairness.

## 4. Implementation

My College has both informal and formal processes for dealing with complaints and grievances raised by students, staff members, or parents.

### Informal Process for Students and Staff Members

Where possible, concerns raised by staff or students should initially be addressed through the most appropriate leadership channels, which may include discussions with a Coordinator, Team Leader, or a member of the Senior Management Team (SMT), before escalation to the Principal if necessary.

The informal process includes:

1. Arranging a meeting with the relevant person (e.g., Coordinator, Team Leader, SMT member) or the Principal to discuss the complaint.
2. Ensuring all parties are provided the opportunity to be heard without bias.
3. Setting of agreed actions to resolve the situation.
4. Where necessary, involving further meetings with other relevant parties to ensure fair hearing and setting additional actions.
5. Escalation to the Principal for further investigation and conciliation if required.
6. Monitoring the implementation and outcomes of agreed actions.

#### Informal Process for Parents

The informal process for parents includes:

1. Contacting the College to arrange a meeting with the relevant staff member (e.g., class teacher, team leader, wellbeing staff) to discuss the concern.
2. Ensuring all parties are provided the opportunity to be heard without bias.
3. Setting agreed actions to resolve the situation.
4. Where necessary, involving meetings with additional relevant staff or the Principal.
5. Escalation to the Principal for further investigation and resolution if required.
6. Monitoring the implementation and outcomes of agreed actions.

#### Formal Process

If a complaint cannot be resolved informally, or is of a serious nature, the formal process involves:

1. Lodging a written complaint (e.g., Incident Report Form) addressed to the Principal.
2. Formal interviews conducted by the Principal with all involved parties.
3. Ensuring all parties are given the opportunity to be heard without bias.
4. Investigating the complaint, including gathering written statements, communicating allegations clearly, and providing the respondent with an opportunity to respond in writing.
5. Decision-making by the Principal, including acceptance, dismissal, conciliation, or referral to external authorities if necessary.
6. Preparation of a confidential report detailing the process and outcome.
7. Monitoring of the situation and ongoing support where appropriate.

#### Confidentiality

All matters relating to complaints and grievances will be handled with the utmost confidentiality, sensitivity, and professionalism, ensuring that individuals raising concerns are protected from victimisation.

Where a complaint cannot be resolved internally, individuals have the right to seek assistance from external bodies, such as the Victorian Registration and Qualifications Authority (VRQA) or the Commission for Children and Young People.

## **5.Roles & Responsibilities**

Staff members are responsible for:

- Responding to and seeking to resolve concerns and complaints raised informally by students and families

The Principal is responsible for:

- Determining the implementation of complaints procedures in a manner that is consistent with this policy
- Ensuring that complaints are received, recorded and resolved appropriately by respective staff
- Seeking external advice as needed
- Reporting to the School Board formal complaints

The School Board is responsible for:

- Overseeing the compliance of this policy regularly
- Responding to any formal complaints that relate to the Principal

## **6.Related Policies**

Child Safety and Wellbeing Policy  
Privacy Policy  
Student Code of Conduct  
Parent Code of Conduct

## **7.Communication of this Policy**

This policy will be published on the school's website and intranet.

## **8.Policy Review**

Approved by: Principal and School Board, April 2025  
Next review: April 2027