



Parent Complaints/Resolution Policy



Purpose :

- To provide a harmonious, positive and productive school environment and home/school partnership
- To resolve complaints fairly, efficiently, promptly and in accordance with relevant legislation.

Implementation:

- It is the Principal's responsibility to provide a healthy and positive school environment that is free from discrimination and harassment. In doing so, Principals must ensure that all staff are aware of their rights and responsibilities.
- Where possible parents are encouraged to raise any complaints with the relevant teacher in the first instance.
- The Principal will use local complaints resolution procedures, where appropriate, for resolving complaints in relation to issues that fall within the school's area of responsibility. All cases of serious misconduct – sexual offences, criminal charges, or other serious incidents – must instead be referred to the Department of Education Conduct and Ethics Branch.
- The Principal will act where unacceptable conduct is observed or brought to his or her attention.
- A complainant may at any stage choose to take their complaint directly to an external agency such as the Merit Protection Boards, Australian Education Union, Victorian Equal Opportunity Commission, the Human Rights and Equal Opportunity Commission or the Ombudsman.
- All complaints, ensuing procedures and outcomes will be fully documented, and acknowledged and addressed in five working days.
- Where possible complaints should be dealt with in face to face meetings.
- The Principal may choose to respond to a complaint through an informal process in cases where the complaint is minor, the complainant wishes the matter to be dealt with informally or the complaint has arisen from lack of or unclear communication.
- Formal processes will be used when informal processes haven't been successful, a complainant seeks a formal process, or the Principal believes the complaint warrants formal investigation.
- Full details regarding formal complaint resolution procedures are contained within the Department of Education 'Local Complaints Resolution Procedures' handbook, and contain the following steps:
 - Investigating the complaint including formal interviews, written statements, conveying the details of the complaint to the respondent in writing providing the opportunity for a written response.
 - Dismissing or accepting the complaint. Acceptance may involve the Conduct & Ethics Branch, verbal or written warnings, conciliation, counselling or consequences etc.
 - Preparation of a detailed confidential report.
 - Monitoring of the situation.
 - Parties dissatisfied with the process can appeal to the previously mentioned external agencies.
- All matters will be treated with utmost confidentiality, and professional respect at all times.

Evaluation:

This policy will be reviewed as part of the school's review cycle or before as appropriate.

Status:

Ratified September 2014