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*Policy: Parent Concerns and Complaints Policy*  
*School: Benalla P-12 College*  
*Section: General 1.11*  
*Version: Two*

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## Parent Concerns and Complaints Policy

### Basic Beliefs:

- The school's objective is to ensure a complaint lodged by a member of the Benalla P-12 College parent community will be resolved in a prompt and professional manner.
- Should the School receive a complaint; staff will make every effort to resolve the issue quickly and fairly. If the issue is unable to be resolved, the complainant may forward a written complaint to the Principal.

### Guidelines:

- Benalla P-12 College's values of Respect, Responsibility, Integrity and High Expectations underpin interactions with and between members of the school community. Additionally, the school addresses parent concerns or complaints within a context of:
  - providing a safe and supportive learning environment for a students
  - providing a safe and supportive working environment for staff
  - building positive relationships between all stakeholders: students, parents, staff and the wider community.

For the purposes of this policy

- 'Parent' – refers to a guardian or person who has parental responsibility for the child including parental responsibility under the Family Law Act 1975 of the Commonwealth and any person with whom a child normally or regularly resides;
- A 'concern' is an issue of interest (because of its importance and effect) which is raised informally in order to improve or change a situation;
- A 'complaint' is an expression of grievance or resentment where the complainant is seeking redress or justice.

The following procedures cover concerns and complaints relating to:

- general issues of student misbehaviour that are contrary to the school's code of conduct
- incidents of bullying or harassment in the classroom or school yard
- learning programs, assessment and reporting of student learning
- communication with parents and carers
- school fees and payments
- general administrative issues.

The procedures **do not cover** concerns and issues related to:

- student discipline involving expulsions
- complaints about employee conduct or performance ( as these should be dealt with by performance management, grievance resolution or disciplinary action)
- complaints by employees relating to their employment
- student critical incident matters
- criminal matters.

### Additionally

- This policy does not apply to matters for which there are existing rights of, and processes for, review or appeal. If at any stage it becomes apparent that the concern or complaint relates to such matters, the relevant procedures should be implemented immediately.
- This policy is not applicable where a complainant has employed another party to represent them, such as a solicitor. In these circumstances the concern or complaint should be referred to the Department's Legal Services Branch for their assessment.

## Expectations

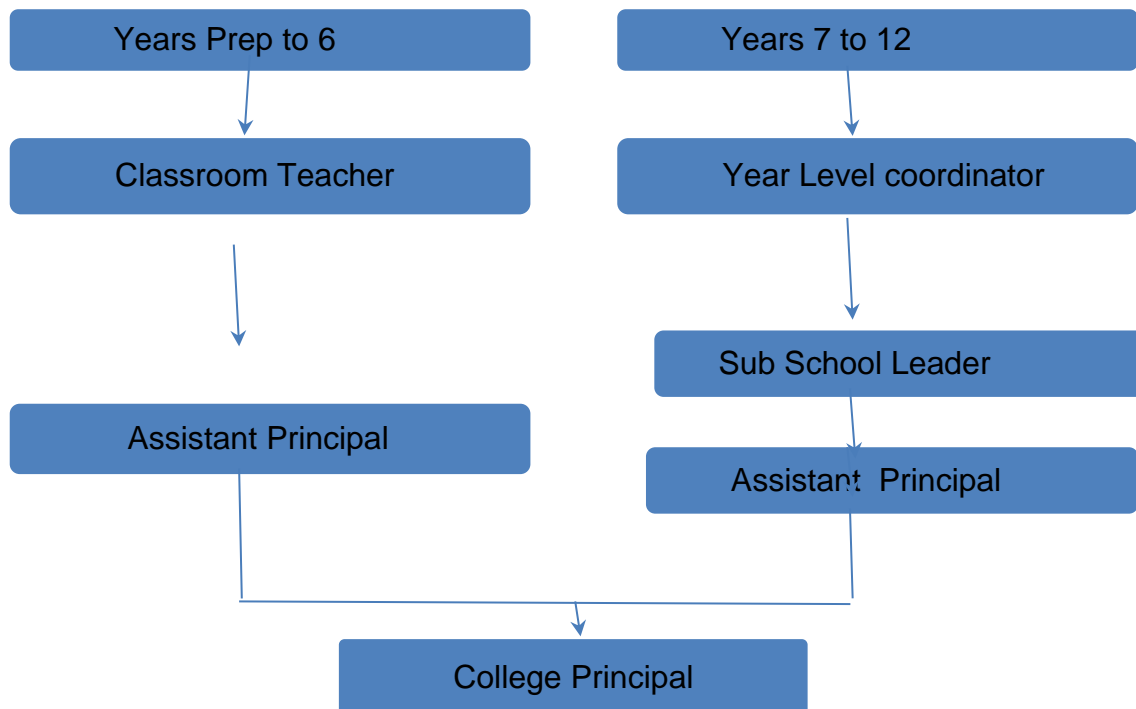
The school expects a person raising a concern or complaint to:

- do so promptly, as soon as possible after the issue occurs
- provide complete and factual information about the concern or complaint
- 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 in a calm and courteous manner
- show respect and understanding of each other's point of view and value differences-
- recognise that all parties have rights and responsibilities which must be balanced.

In accordance with our school values, parents can expect that the school will address any concerns or complaints received by parents in the following manner:

- promptly, and efficiently, as soon as possible after the concern or complaint is raised
- maintaining and respecting the privacy and confidentiality of all parties
- acknowledging that a common goal is to achieve an outcome acceptable to all parties
- acting in good faith in a calm and courteous manner
- showing respect and understanding of each other's point of view and value differences,
- Recognising that all parties have the rights and responsibilities which must be balanced
- In accordance with due process, principles of natural justice and the DET regulatory framework.

## Complaints Process



If parents are unsure of who to contact, they should contact the principal, who will provide advice as to the most suitable staff member to handle the concern or complaint. All parties involved in addressing a complaint may seek the services of a mediator when there is difficulty coming to an agreement.

**Support available when raising a concern:**

Complainants can seek the services of an advocate when they feel they are unable to express their concern clearly. An advocate can be a friend or someone who is available through an appropriate organisation and does not receive a fee or have a legal interest in the outcome or process.

**Managing and addressing complaints and concerns:**

The school will record the following details of all complaints on Sentral.

- Date
- Parent Details
- Complaint Details
- Respondent's Details
- Resolution

All complaints received in writing will be acknowledged as soon as possible. However, when the complaint is easily resolved in a telephone call, briefer notes will be kept.

The school will determine whether a concern or complaint should be managed through the school's concerns and complaints process or through other complaints processes of DET. The school will make every effort to resolve concerns and complaints before involving other levels of DET.

All reasonable efforts will be made to resolve a concern or complaint as quickly as possible.

Should the complaint involve complex issues, the school may need to take advice from the DET regional office, which may require additional time.

**Remedies:**

If a concern or complaint is substantiated in part or whole, the school will offer an appropriate remedy. This may include one of the following:

- an explanation or further information about the issue
- mediation, counselling or other support
- an apology, expression of regret or admission of fault
- a change of decision
- a change of policy, procedure or practice
- the cancellation of a debt or a refund.

**Referral of complaints or concerns:**

If a person with a concern or complaint is not satisfied with the outcome determined by the school, they should contact the North Eastern Victoria Regional Office.

The officer from the regional office 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 regional office working together, the regional office may refer it to the DET Group Coordination Division.

The Division will ask the complainant for a complete and factual account of the concern and request the complainant's opinion as to why the issue was not resolved and their course of action on how the issue can be resolved.

**Unreasonable complainant conduct:**

In some situations, the school may determine there is unreasonable complainant conduct. This is behaviour that:

- is clearly and significantly outside the expectations of confidentiality, cooperation, courtesy and respect;
- calls for staff resources and time unjustified by the nature or significance of the complaint;
- is vexatious (that is, an action or complaint that is brought without merit, often to cause annoyance to another person); or
- is oriented towards conflict.

The school principal, regional director or the general manager, Group Coordination Division can determine if a complainant's conduct is unreasonable. If so determined, further action can be initiated.

**Communication:**

The school will make information about procedures for addressing concerns and complaints available to parents and the school community. This policy and procedures will be:

- included with the enrolment package handed to all new arrivals at the school;
- published on the school website; and
- available from the school office.

**Training and Support for staff:**

The school will:

- brief all staff members about its procedures to address complaints and concerns
- provide staff with training and support appropriate to their responsibilities under the procedures.

**Basis for discretion:**

The basis for discretion lies with the Principal as an operational matter.

<b>Date Implemented</b>	May, 2016
<b>Reviewed and Amended Version One:</b>	August, 2018

**Date of ratification by School Council: September, 2018**

**Recommended date for review: September, 2020**