



**Elwood Primary School No 3942**  
Scott Street Elwood 3184  
Telephone 9531 2762 Fax 9531 5497  
**Addressing Concerns and Complaints effectively**

**PURPOSE:**

1. Our school has both a desire and a responsibility to ensure that high standards of conduct are maintained by staff, parents and students at all times, and that complaints are managed and resolved fairly, efficiently, promptly and in accordance with relative legislation.
2. We endeavour to work together as a school community in a fair, positive and productive way.

**IMPLEMENTATION:**

1. 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, parents and students are aware of their rights and responsibilities.
2. The principal is required to 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 for advice.
3. It is incumbent upon the principal to act where unacceptable conduct is observed or brought to his or her attention.
4. A complainant may at any stage choose to take their complaint directly to an external agency such as the Merit Protection Boards, Victorian Equal Opportunity Commission, the Human Rights and Equal Opportunity Commission, a union of which they are a member, or the Ombudsman.
5. It is important that all complaints, ensuing procedures and outcomes are fully documented and confidential.
6. 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.
7. 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.
8. Full details regarding formal complaint resolution procedures are contained within the Department of Education's guidelines for Managing Complaints, Misconduct and Unsatisfactory Performance and contain the following steps.
9. The formal process involves: -
  - 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.

10. Parties dissatisfied with the process can appeal to the previously mentioned external agencies.

11. All matters must be treated with utmost confidentiality and professional respect at all times.

## **RESOURCES**

“Addressing parents’ concerns and complaints effectively: policy and guides.” Office for Government School Education

Education and Training Reform Act 2006

Education and Training Reform Regulations 2007

Charter of Human Rights and Responsibilities Act 2006

Information Privacy Act 2000

Wrongs Act 1958.

Victorian Teaching Profession Code of Conduct: [www.vit.vic.edu.au](http://www.vit.vic.edu.au)

Code of Conduct for Victorian Public Sector Employees: [www.ssa.vic.gov.au](http://www.ssa.vic.gov.au)

Parent complaints website: [www.education.vic.gov.au/about/contact/parentcomplaint.htm](http://www.education.vic.gov.au/about/contact/parentcomplaint.htm)

Human Resources website: [www.eduweb.vic.gov.au/hrweb/workm/perform/conduct.htm](http://www.eduweb.vic.gov.au/hrweb/workm/perform/conduct.htm)

Department website: [www.education.vic.gov.au/about/contact/parentcomplaint.htm](http://www.education.vic.gov.au/about/contact/parentcomplaint.htm)

## **Policy History**

| Version Approval Date: | Summary of changes: | Next Review: |
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| May 2015               | Policy development  | As needed    |
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