



DERRINALLUM P-12 COLLEGE

COMPLAINTS POLICY



Help for non-English speakers

If you need help to understand the information in this policy, please contact the front office.

PURPOSE

The purpose of this policy is to:

- provide an outline of the complaints process at Derrinallum P-12 College so that students, parents and members of the community are informed of how they can raise complaints or concerns about issues arising at our school
- ensure that all complaints and concerns regarding Derrinallum P-12 College are managed in a timely, effective, fair and respectful manner.

SCOPE

This policy relates to complaints brought by students, parents, carers, or members of our school community and applies to all matters relating to our school.

In some limited instances, we may need to refer a complainant to another policy or area if there are different processes in place to manage the issue including:

- Complaints and concerns relating to fraud and corruption will be managed in accordance with the department's [Fraud and Corruption Policy](#)
- Criminal matters will be referred to Victorian Police
- Legal claims will be referred to the Department's Legal Division
- Complaints and concerns relating to child abuse will be managed in accordance with our Child Safety Responding and Reporting Obligations Policy and Procedures as found on our [website](#).

POLICY

Derrinallum P-12 College welcomes feedback, both positive and negative, and is committed to continuous improvement. We value open communication with our families and are committed to understanding complaints and addressing them appropriately. We recognise that the complaints process provides an important opportunity for reflection and learning.

We value and encourage open and positive relationships with our school community. We understand that it is in the best interests of students for there to be a trusting relationship between families and our school.

When addressing a complaint, it is expected that all parties will:

- be considerate of each other's views and respect each other's role
- be focused on resolution of the complaint, with the interests of the student involved at the centre
- act in good faith and cooperation
- behave with respect and courtesy
- respect the privacy and confidentiality of those involved, as appropriate
- operate within and seek reasonable resolutions that comply with any applicable legislation and Department policy.
- recognise that schools and the Department may be subject to legal constraints on their ability to act or disclose information in some circumstances.

Complaints and concerns process for students

Derrinallum P-12 College acknowledges that issues or concerns can cause stress or worry for students and impact their wellbeing and learning. Derrinallum P-12 College encourages our students to raise issues or concerns as they arise so that we can work together to resolve them.

Students with a concern or complaint can raise them with a trusted adult at school, for example, with your Advocate or an education support member. This person will take your concern or complaint seriously and will explain to you what steps we can take to try to resolve the issue and support you.

You can also ask your parent, carer, or another trusted adult outside of the school, to talk to us about the issue instead. Information about our parent/carer complaints and concerns process is outlined further below. The parent/carer process also applies to students who are mature minors, refer to: [Mature Minors and Decision Making](#).

Other ways you can raise a concern or complaint with us include:

- talking to a member of the student representative council about your concern and any suggestions you have for resolving it
- participating in our Attitudes to School Survey (for years 4-12)
- Approaching a staff member to discuss your concerns i.e., your Advocate, trusted teacher, Assistant principal or principal.

Further information and resources to support students to raise issues or concerns are available at:

- [Report Racism Hotline](#) (call 1800 722 476) – this hotline enables students to report concerns relating to racism or religious discrimination
- [Reach Out](#)
- [Headspace](#)
- [Kids Helpline](#) (call 1800 55 1800)
- [Victorian Aboriginal Education Association](#) (VAEAI)

Complaints and concerns process for parents, carers and community members

- Hard copy available from school administration upon request

FURTHER INFORMATION AND RESOURCES

The Department's Policy and Advisory Library (PAL):

- [Complaints - Parents](#)

The Department's parents' website:

- [Raise a complaint or concern about your school](#)
- [Report racism or religious discrimination in schools](#)

Derrinallum p-12 College Policies

- [Statement of Values and School Philosophy](#)
- [Communication with School Staff Policy](#)

POLICY REVIEW AND APPROVAL

Policy last reviewed	16 November 2022
Consultation	Student Representative Council, School Council , Staff
Approved by	Principal
Next scheduled review date	Oct 2024