

Rationale:

- Our College has both a desire and a responsibility to ensure that high standards of conduct are maintained by staff and students at all times, and that complaints are managed and resolved fairly, efficiently, promptly and in accordance with relative legislation.

Aims:

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

Implementation:

- The service seeks to provide a positive, harmonious and productive environment.
- It is the service's responsibility to provide a healthy and positive school environment that is free from discrimination and harassment. In doing so, service must ensure that all staff are aware of their rights and responsibilities.
- The service 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 DE&T Conduct and Ethics Branch.
- It is incumbent upon the service to act where unacceptable conduct is observed or brought to their 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.
- It is important that all complaints, ensuing procedures and outcomes are fully documented.
- The service 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 service believes the complaint warrants formal investigation.
- Formal complaints can be forwarded to the College Principal. Complainants can access a form to complete – please see Appendix A
- The formal process involves: -
 1. 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.
 2. The formal process includes the Principal.
 3. Action plan will be put in place, if required.
 4. Preparation of a detailed confidential report.
 5. Monitoring of the situation.

- Parties dissatisfied with the process can appeal to the previously mentioned external agencies.
- All matters must be treated with utmost confidentiality, and professional respect at all times.
- The School Council president will be kept informed of all complaints.

POLICY REVIEW AND APPROVAL

Policy last reviewed	May 2023
Consultation	August 2023 College Council August 2023 College Newsletter
Approved by	College Council
Next scheduled review date	June 2026



Concerns Complaints/Grievance Form:

Please circle:

Concern

Complaint/Grievance

Contact Details of the Complainant:	Name: Contact Number:
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Details of Concern or Complaint:

Signed: _____ Date: _____

EMPLOYER USE ONLY:

Date:	Received By:
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Comments:

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Action to be Taken:

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Written Feedback to be Given by: (within 5 days).....

Outcome:

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Signed:

Date:.....

If outcome unsatisfactory, referred on to:

Name:.....

Date:.....

Person referred to:..... Contact

no:.....

Organisation:.....

Follow up Required and by Whom:.....

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