



RAISING CONCERNS AND COMPLAINTS POLICY
CLIFTON HILL PRIMARY SCHOOL
September 2017

RATIONALE

The purpose of the Raising Concerns and Complaints Policy is to provide a framework for raising concerns and complaints that is consistent with the school values outlined in our Strategic Plan and with DET policies.

1.0 PURPOSE

1.1 This policy covers concerns and complaints of the following nature:

- a) general issues of student behaviour that are contrary to the school rules or student code of conduct;
- b) incidents of bullying or harassment in the classroom or school ground;
- c) learning programs, assessment and reporting of student learning;
- d) communication with parents;
- e) school essential service fees or other payment matters; and
- f) any other school related matter not outlined in paragraph 1.2 of this policy.

1.2. This policy does not cover matters for which there are existing rights of review or appeal, as detailed in the Victorian Government Schools Reference Guide. Those matters include:

- a) student discipline matters including expulsion;
- b) complaints about employee conduct or performance and complaints that should be dealt with by performance management, grievance resolution or disciplinary action;
- c) complaints by the DET's employees related to their employment;
- d) student critical incident matters; and
- e) criminal matters.

1.3. This policy should be read in conjunction with the Office of School Education document "Addressing Parents' Concerns and Complaints Effectively: Policy and Guides" which may be found at: <http://www.education.vic.gov.au/Documents/school/principals/community/addressparentsconcern.pdf>

2. EXPECTATIONS

2.1. The expectation of a person raising a concern or a complaint is that they will:

- a) do so promptly, as soon as possible after the issue occurs;
- b) provide complete and factual information about the concern or complaint;
- c) maintain and respect the privacy and confidentiality of all parties;
- d) acknowledge that a common goal is to achieve an outcome acceptable to all parties;
- e) act in good faith, and in a calm and courteous manner;
- f) show respect and understanding of each other's point of view; and
- g) recognise that all parties have rights and responsibilities that must be balanced.



2.2. The expectation of Clifton Hill Primary School is that any concerns or complaints raised by parents will be treated:

- (a) courteously;
- (b) efficiently;
- (c) fairly;
- (d) in accordance with DET guidelines.

3. ADDRESSING CONCERNS AND COMPLAINTS

3.1. In the first instance, concerns or complaints should be raised with the school. Any concern or complaint which is raised with the DET's regional or central office that has not been raised at school level is always referred to the school for resolution. Parents should address complaints to the following people:

- (a) In the first instance, concerns or complaints about learning issues and incidents that happened in a classroom or playground situation should be directed to the student's home group teacher or the year level team leader.
- (b) If the home group teacher or year level team leader are not able to assist, the Assistant Principal may be approached.
- (c) If the issue is related to school policy, school management, staff members or very complex student issues, the Principal may be approached.
- (d) Directly with the North Western Regional Office (94889488) if the complaint is regarding the School Principal.

3.2. Clifton Hill Primary School will:

- (a) make every effort to resolve concerns and complaints before involving other levels of the DET;
- (b) determine the manner in which the complaint will be handled and describe the process by which it will be handled to the complainant;
- (c) record the details of the complaint;
- (d) act promptly and provide a timeline for investigation of the complaint;
- (e) advise of the outcome of the complaint and any recommendations for future improvements of the school's policies and procedures.

4.0 STUDENTS WITH A DISABILITY

Students with disabilities have rights under the Disability Discrimination Act 1992 (Commonwealth), the Disability Standards for Education 2005 (Commonwealth) and the Equal Opportunity Act 2010 (Victoria) to access their education on the same basis as their peers, including the right to reasonable adjustments.

As with all complaints to which this policy applies, parents should raise any concerns or complaints regarding the treatment of a student with a disability with the school in the first instance. The community liaison officer or the regional disabilities coordinator can also provide advice to parents when they are seeking to raise a concern or make a complaint at their school (ph 9489 9488).



Clifton Hill Primary School also recognises that parents of students with a disability can raise complaints or concerns regarding a student with a disability in a number of forums, including:

- the Australian Human Rights Commission – in relation to complaints regarding compliance with the Disability Discrimination Act or the Disability Standards for Education
- the Victorian Equal Opportunity and Human Rights Commission – in relation to complaints regarding compliance with the Equal Opportunity Act
- in consultation with the Principal and any established student support group, to the Wellbeing, Health and Engagement Division of the Department. This may relate to matters arising under the Program for Students with Disabilities, including applications, Years 6-7 reviews, reappraisals and appeal procedures.

5. RESOLUTION OF CONCERNS OR COMPLAINTS

If a concern or complaint is substantiated, the following resolutions may be offered or deemed appropriate by the Principal:

- (a) an explanation or further information about the issue is provided;
- (b) mediation, counselling or other support offered;
- (c) an apology or expression of regret offered;
- (d) agreement to change a decision;
- (e) a change in policies, procedures or practices.

6. REFERRAL OF A CONCERN OR COMPLAINT

If a person with a concern or complaint is not satisfied with the outcome determined by Clifton Hill Primary School, they should contact the Regional Office of the DET. For further information, the complainant should read the “Addressing Parents’ Concerns and Complaints Effectively: Policy and Guides” which may be found at:

<http://www.education.vic.gov.au/Documents/school/principals/community/addressparentsconcern.pdf>

Ratified by School Council September 2017

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