



COMPLAINTS POLICY

Policy 2021-2024



Help for non-English speakers

If you need help to understand this policy, please contact Glenroy College on 9304 0400

Purpose:

The purpose of this policy is to:

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

Scope:

This policy relates to complaints brought by parents, carers, students or members of our College community and applies to all matters relating to our College. In some limited instances, we may need to refer the complainant to another Department of Education and Training process where there are different mechanisms in place to review certain decisions, for example, expulsion appeals.

Policy

Glenroy College welcomes feedback, both positive and negative, and is committed to continuous improvement. The College values 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.

The College values and encourages open and positive relationships with our College community. The College understands that it is in the best interests of students for there to be a trusting relationship between families and our College.

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

- raise and discuss issues in a courteous and respectful manner
- acknowledge that the goal is to achieve an outcome that is in the affected student's best interests and acceptable to all parties
- act in good faith and respect the privacy and confidentiality of those involved, in accordance with other DET policies
- recognise that all parties, including the broader College community, have rights and responsibilities that must be balanced
- recognise that schools and the Department may be subject to legal constraints on their ability to act or disclose information in some circumstances.

Preparation for raising a concern or complaint

Glenroy College encourages parents, carers or members of the community who may wish to submit a complaint to:

- carefully consider the issues that need to be discussed
- remember the complainant may not have all the facts relating to the issues they want to raise

- think about how the matter could be resolved
- be informed by checking the policies and guidelines set by the Department and Glenroy College (see “Further Information and Resources” section below).

Complaints process

Glenroy College is always happy to discuss with parents/carers and community members any concerns that they may have. Concerns in the first instance should be directed to your child’s teacher, Level Leaders, Assistant Principal or Principal. Where possible, College staff will work with you to ensure that your concerns are appropriately addressed.

Where concerns cannot be resolved in this way, parents or community members may wish to make a formal complaint to the Principal or Assistant Principal.

If someone would like to make a formal complaint, in most cases, depending on the nature of the complaint raised, our College will first seek to understand the issues and will then convene a resolution meeting with the aim of resolving the complaint together. The following process will apply:

1. **Complaint received:** Please either email, telephone or arrange a meeting through the front office with the Assistant Principal or Principal, to outline your complaint so that we can fully understand what the issues are. We can discuss complaints in a way that is convenient for the complainant, whether in writing, in person or over the phone.
2. **Information gathering:** Depending on the issues raised in the complaint, the Principal, Assistant Principal or nominee may need to gather further information to properly understand the situation. This process may also involve speaking to others to obtain details about the situation or the concerns raised. A detailed log of evidence is to be maintained and archived in accordance with DET disposal processes.
3. **Response:** Where possible, a resolution meeting will be arranged with the Assistant Principal or Principal to discuss the complaint with the objective of reaching a resolution satisfactory to all parties. If after the resolution meeting we are unable to resolve the complaint together, we will work with the complainant to produce a written summary of the complaint in the event they would like to take further action about it. In some circumstances, the Principal may determine that a resolution meeting would not be appropriate. In this situation, a response to the complaint will be provided in writing.
4. **Timelines:** The College will acknowledge receipt of the complaint as soon as possible (usually within 48 hours) and will seek to resolve complaints in a timely manner. Depending on the complexity of the complaint, the College may need some time to gather enough information to fully understand the circumstances of your complaint. The College will endeavour to complete any necessary information gathering and hold a resolution meeting where appropriate within 10 working days of the complaint being raised. In situations where further time is required, Glenroy College will consult with you and discuss any interim solutions to the dispute that can be put in place.

Resolution

Where appropriate, Glenroy College may seek to resolve a complaint by:

- an apology or expression of regret
- a change of decision
- a change of policy, procedure or practice
- offering the opportunity for student counselling or other support
- other actions consistent with College values that are intended to support the student, parent and College relationship, engagement, and participation in the College community.

In some circumstances, Glenroy College may also ask you to attend a meeting with an independent third party, or participate in a mediation with an accredited mediator to assist in the resolution of the dispute.

Escalation

If a parent or community member is not satisfied that their complaint has been resolved by the College, or if their complaint is about the Principal, then the complaint may be referred to the North West Region by contacting 9488 9488.

Glenroy College may also refer a complaint to North West Region if it is believed that all has been done to address it.

For more information about the Department's *Parent Complaints* policy, including the role of the Regional Office, please see: [Parent complaints policy](#).

Further Information and Resources:

Statement of Values and Communication with School Staff policies].

Communication:

This policy will be communicated to our school community in the following ways:

- Included in staff induction processes
- *Discussed at staff briefings or meetings, as required*
- Included in our staff policy handbook
- Made available in hard copy from school administration upon request
- *Uploaded to our school website*

Policy Review and Approval:

Policy last reviewed	June 2021
Approved by	Principal and School Council
Next scheduled review date	June 2024