

# Parent Complaint Policy

## **Rationale:**

Wodonga Middle Years College is committed to treating everyone with dignity and respect, and encourages good communication between parents and the College.

## **Aims:**

To ensure the College has in place a range of procedures for dealing with concerns and complaints. It should be recognised that parent complaints mostly relate to one of the following areas:

- the management of an incident between students at the College
- the educational (or other) progress of a student
- the development and implementation of College and general education policy.

## **School Values:**

The College's approach to handling concerns and complaints is based on our values of:

- Honesty
- Responsibility
- Care
- Respect

We also recognise the importance of:

- providing a safe and supportive learning environment for our students
- providing a safe working environment for staff
- building positive relationships between all stakeholders - students, parents, staff and the wider community

## **Implementation:**

### **What is covered by these procedures?**

These procedures cover concerns and complaints relating to:

- general issues of student misbehaviour that are contrary to the Colleges code of cooperation
- incidents of bullying or harassment in the classroom or College yard
- learning programs, assessment and reporting of student learning
- communication with parents and carers
- College fees and payments
- general administrative issues

The procedures **do not cover** concerns and issues related to:

- student discipline involving expulsions
- complaints about employee conduct or performance ( as these should be dealt with by performance management, grievance resolution of disciplinary action)
- complaints by employees relating to their employment
- student critical incident matters
- other criminal matters

**Ownership and Scope:**

The College will develop its procedures to address concerns and complaints in collaboration with parents and the College community.

**Expectations:**

The College expects a person raising a concern or complaint to:

- do so promptly, as soon as possible after the issue occurs
- provide complete and factual information about the concern or complaint
- maintain and respect the privacy and confidentiality of all parties
- acknowledge that a common goal is to achieve an outcome acceptable to all parties
- act in good faith in a calm and courteous manner
- show respect and understanding of each other's point of view and value differences rather than to judge and blame
- recognise that all parties have rights and responsibilities which must be balanced

**The College will address any concerns or complaints received by parents in the following manner:**

- courteously
- efficiently
- fairly
- promptly, or within a timeline agreed upon by both parties
- in accordance with due process, principles of natural justice and the DET regulatory framework

**How to raise a concern or complaint:**

In the first instance, a complaint should be made directly to the College.

The complainant should telephone, write to or visit:

- the student's classroom teacher about learning issues
- the A-Team teacher if students from several classes are involved
- the Year Level Team Leader or assistant principal about issues relating to complex student issues
- the principal about issues relating to staff members, College policy, College management, or extremely complex student issues

If you are unsure of whom to contact, please telephone the principal on 02 6057 9000. The principal will then organise for an appointment to be made with the appropriate personnel.

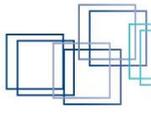
**Support available when raising a concern:**

Complainants can seek the services of an advocate when they feel they are unable to express their concern clearly. An advocate can be a friend or someone who is available through an appropriate organisation who does not receive a fee. All parties involved in addressing a complaint may seek the services of a mediator when there is difficulty coming to an agreement.

**Managing and addressing complaints and concerns:**

The College will record the following details of all complaints received which includes the provision for:

- the name and contact details (with permission) of person making complaint/raising concern
- the date the concern was expressed
- the form in which the concern was received (eg: face to face, letter, telephone, email)
- a brief description of the complaint
- the details of the College's response
- the action taken relating to the concern /complaint
- any recommendations for the future



- However, when the complaint is easily resolved in a telephone call, briefer notes will be kept.
- All records of complaints received will be stored in a secure location within the College security room.
- The College will make every effort to resolve concerns and complaints before involving other levels of DET.
- The College will provide a complainant with a copy of the complaints procedure.
- The College will determine whether a concern or complaint should be managed through the College's concerns and complaints process or through other complaints processes of DET.

**Timeframe:**

The College will make every effort to resolve a concern or complaint as quickly as possible. If a complaint involves a number of students and/or a range of issues, the school will require additional time to fully investigate and resolve the complaint.

Should the complaint involve complex issues, the College may need to take advice from the DET regional office which may take additional time. The College will then inform the complainant of the adjusted time frame and any reasons for delay. In all cases the College will try to resolve a concern or complaint within twenty working days.

**Remedies:**

If a concern or complaint is substantiated in part or whole, the College will offer an appropriate remedy. This may include one of the following:

- an explanation of further information about the issue
- mediation, restorative counselling, or other counselling or support
- an apology, expression of regret or admission of fault
- a change of decision
- a change of policy, procedure or practice
- the cancellation of a debt or a refund

**Referral of complaints or concerns:**

If a person with a concern or complaint is not satisfied with the outcome determined by the College, they should contact the Hume Regional Office.

The officer from the regional office will ask the complainant for a complete factual account in writing of the concern or complaint and the complainant's opinion about why the College did not resolve it to their satisfaction.

If the complaint cannot be resolved by the complainant, College and regional office working together, the regional office may refer it to the DET Group Coordination Division.

The Division will ask the complainant for a complete and factual account in writing of the concern and request the complainant's opinion as to why the issue was not resolved and their course of action on how the issue can be resolved.

When the complainant is unable to provide a written account, the Group Coordination officer should act on the information provided.

**Communication:**

The College will make information about procedures for addressing concerns and complaints available to parents and the College community, in clear and easy to understand language and, where appropriate, in a range of languages and formats easily accessible to everyone so that no-one is disadvantaged.

This policy (including the related procedures) will be:

- included with the enrolment package handed to all new arrivals at the College
- published on the College website
- publicised in a poster displayed in the College foyer

Reporting procedures to School Council will include an indication of complaints received.

**Training and Support for staff:**

The College will:

- Brief all staff members about its procedures to address complaints and concerns
- Provide staff with training and support appropriate to their responsibilities under the procedures

**Evaluation:**

This policy will be reviewed with whole staff, student, parent and community input as part of the College's three-year review cycle.

This policy was last ratified by School Council:

25 July 2016