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| Procedure | Complaints Procedure |
| Person Responsible | Principal |
| Staff Involved | All staff |
| Frequency of Performance | When a complaint is raised by a student/parent/guardian or any Djerriwarrh Community College stakeholder other than staff |
| Related Documents | Complaint Form Complaint/Appeal Action Form Complaint Register |

A complaint may be received by a student and/or parent/guardian:

- in person to a teacher, principal or member of college staff, or
- by phone to a teacher, principal or member of college staff, or
- in writing (email, letter, website)

The complaint must be referred to the Principal.

If the complaint involves the Principal, it must be referred to the School Council.

1. Resolution process

Djerriwarrh Community College (the College) has a three level complaints resolution process:

1.1 Level 1: Discussion and conciliation

The Principal will attempt to resolve the complaint informally through discussion and conciliation with the complainant(s).

If the complaint is resolved, the Principal will:

- complete a Complaint/Appeal Action Form with details of the complaint and any actions arising from the resolution of the complaint
- record the complaint in the Complaint Register
- file the completed form and any supporting documentation
- report on the complaint and the outcome at the next scheduled School council meeting

Any actions arising from the complaint will be addressed and recorded as a continuous improvement action if appropriate.

If the complaint cannot be resolved informally, the process will move to Level 2: Formal mediation.

1.2 Level 2: Formal mediation

The student/parent/guardian will need to record their complaint in writing using the Complaint Form. The student/parent/guardian may be supported by staff or a support person to complete the Complaint Form if required.

If the complaint involves the Principal, the complaint form and any supporting documentation must be submitted to the School Council.

The Principal or School Council will:

- contact the complainant(s) within five working days of receiving the complaint to acknowledge the complaint, confirm mutual understanding of the complaint details and discuss further steps in the complaint process.
- take the necessary steps or action required to resolve the problem in a timely manner with the relevant parties. The student/parent/guardian is given the opportunity to formally present his/her case.
- document the necessary steps or action taken to resolve the complaint and the resolution.

If the complaint is resolved, the Principal or School Council will:

- complete the Complaint/Appeal Action Form with details of the completing and any actions arising from the resolution of the complaint
- forward the completed form and any supporting documentation to Corporate Services to be recorded in the Complaints Register and filed.
- report on the complaint and the outcome at the next scheduled School Council meeting and any actions arising from the complaint will be addressed and recorded as a continuous improvement action if appropriate

If the complaint cannot be resolved following the College's internal procedures, the process will move to Level 3: Arbitration.

1.3 Level 3: Arbitration

If the complaint is unable to be resolved internally, the Principal/School Council may approach the Djerriwarrh Board to act as arbitrator. The Student/parent/guardian will be consulted about the Djerriwarrh Board to act as arbitrator. The Student/parent/guardian may bring a support person with them to subsequent discussions.

The Djerriwarrh Board will advise the participant in writing of the result of the outcomes including the reasons for the decision.

1.4 Complaint escalation

At any time throughout the complaints process, the complainant may take their complaint to an appropriate external body. It is the College's responsibility to provide contact information for the appropriate external body.

Students and/or parents/guardians may contact the Victorian Registrations & Qualifications Authority (VRQA):

- phone: 9637 2806
- online form: <https://www.vrqa.vic.gov.au/complaints/Pages/complaints.aspx>
- letter to Manager Complaints Unit, VRQA, GPO Box 2317, Melbourne, VIC, 3001

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