BANNOCKBURN COLLEGE

Parents Concerns and Complaints Policy

RATIONALE

The policy is designed to ensure that when complaints and concerns are raised that the focus of the process and outcome is always in the best interest of the student. It establishes that stakeholders in this process have different roles and responsibilities in achieving this outcome and that dignity and respect for those different roles and perspectives are paramount. It highlights that concerns and complaints are best addressed by students, parents, teachers, principal class officers and support staff working in partnership

GUIDELINES

This policy acknowledges.

- There are defined rights and responsibilities when a complaint or concern is raised in the College.
- That a set of defined and agreed procedures will be used when dealing with concerns and complaints
- That such concerns and complaints will be addressed promptly, consistently and fairly.
- That by following established procedures that staff, parents and students can be confident that concerns and complaints will be dealt with in an environment of dignity and respect.
- It contributes to providing a safe and supportive learning environment for all.
- It is a key aspect in providing a safe working environment for staff.

IMPLEMENTATION

- The implementation of the policy is the responsibility of the Principal. Specific aspects of the policy will be defined and delegated.
- A set of procedures accompany the policy and define:
    - The annual College procedural actions
    - College processes to respond to a concern or complaint. This includes addressing the complaint and outcomes and remedies
    - The College record keeping process and expectation
- A set of notes detailing advice and support for parents in the concerns and complaints process will be available. In general terms this provides advice and information on:
    - The ways to raise a concern or complaint
    - Assistance in making the complaint
- The policy and procedures will be introduced to all staff at the beginning of each year.
- A policy pamphlet will be made available to all parents each year.
- The policy and procedures will be available to all parents on request.

EVALUATION

- The policy and procedures will be reviewed each year (when needed).
- This will be the responsibility of the Principal with recommendations and changes being provided to the College Council.
- The College Council will renew the policy by March of each year.
- The College Community will participate in the review of the policy and procedures.

DEFINITIONS

The procedures will provide definitions for:

- What is a concern or a complaint?
- Who is a parent?
- The concerns and complaints covered by the policy

REFERENCES

The information contained within these notes has been provided by the Department of Education and Training (DET) and can be located at:
www.education.vic.gov.au/about/contact/Pages/complain.school

REVIEW CYCLE AND EVALUATION

This policy will be reviewed as part of the College's four-year review cycle.
This policy was last updated on **August 2018** and is scheduled for review in **August 2019**.