



Complaints Policy

Truganina College

This policy reflects the DET *School Policy Advisory Guide* including school community consultation.

PURPOSE

The purpose of this policy is to:

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

SCOPE

This policy relates to complaints brought by families, 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

It is the principal's responsibility to provide a positive climate for learning that is free from discrimination and harassment. In doing so, the principal will ensure that all staff at Truganina College are aware of their rights and responsibilities.

Truganina College welcomes feedback, both positive and constructive, and is committed to continuous improvement. We value 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.

We value and encourage open and positive relationships with our College community. We understand that it is in the best interests of students for there to be a trusting relationship between families and our College.

The principal is required to use local complaints resolution procedures, where appropriate, for resolving complaints in relation to issues that fall within the school's area of responsibility.

School Name: Truganina College	Policy name: Complaints Policy	Date: May, 12, 2020 [Month, Day, Year]	Policy Ref. Number: Student Welfare 3.1 (a) (i) 4.
Owner: L.Foster [AUTHOR]	Approved by: J.Crowle [APPROVER]	Review date: May 2023	Version 1.0
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All cases of serious misconduct – sexual offences, criminal charges, or other serious incidents – must be referred to the DET Employee Conduct Branch.

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

- Be considerate of each other’s views and respect each other’s role.
- Be focused on resolution of the complaint, with the interests of the student involved at the centre.
- Act in good faith and cooperation.
- Behave with respect and courtesy.
- Respect the privacy and confidentiality of those involved, as appropriate.
- Operate within and seek reasonable resolutions that comply with any applicable legislation and Department policy.
- Recognise that schools and the Department may be subject to legal constraints on their ability to act or disclose information in some circumstances.

Following DET guidelines for managing complaints, misconduct and unsatisfactory performance, the Principal will ensure procedures and outcomes are fully documented. The Principal may choose to respond to a complaint through an informal or formal process.

Preparation for raising a concern or complaint

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

- Carefully consider the matters you would like to discuss.
- Remember you may not have all the facts relating to the matters that you want to raise.
- Think about how the matter could be resolved.
- Be informed by checking the policies and guidelines set by the Department and Truganina College (see “Further Information and Resources” section below).

Complaints process

Truganina College is always pleased to discuss with families and community members any concerns that they may have. Concerns in the first instance should be directed to your child’s teacher. 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 an informal or a formal complaint to the Assistant Principal.

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If you 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 matter 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, to outline your complaint so that we can fully understand what the issues are. We can discuss your complaint in a way that is convenient for you, whether in writing, in person or over the phone.
2. **Information gathering:** Depending on the issues raised in the complaint 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 matter.
3. **Response:** Where possible, a resolution meeting will be arranged with the Assistant 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 you to produce a written summary of the complaint in the event you 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:** Truganina College will acknowledge receipt of your complaint as soon as possible (usually within two school days) and will seek to resolve complaints in a timely manner. Depending on the complexity of the complaint, Truganina College may need some time to gather enough information to fully understand the circumstances of your complaint. We 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, Truganina College will consult with you and discuss any interim solutions to the dispute that can be put in place.

Resolution

Where appropriate, Truganina 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.

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- 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, Truganina 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 you are not satisfied that your complaint has been resolved by the College, or if your complaint is about the Principal and you do not want to raise it directly with them, then the complaint should be referred to the South Western Region by contacting 1300 333 232.

Truganina College may also refer a complaint to South Western Region if we believe that we have done all we can to address the complaint.

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

Monitoring Complaints

The school will monitor parent concerns and complaints and consider issues raised through the parent complaints process, and any other relevant information from the parent opinion survey.

The school will review its information about complaints made over time to:

- Identify common or recurring issues that may need addressing.
- Assess the effectiveness of these and other procedures and whether they are being followed.
- Help to interpret information provided to the school through the parent opinion survey on the views of parents.

RELATED SCHOOL POLICIES

- Truganina College Student Engagement and Wellbeing Policy
- Truganina College Duty of Care Policy
- Truganina College Digital Technologies Acceptable Use Policy
- Truganina College Homework Policy
- Truganina College Statement of Values and School Philosophy
- Truganina College Communication with School Staff Policy

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REVIEW PERIOD

This policy was last updated on 10 June 2020 and is scheduled for review every three years.

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