



Concerns and Complaints Policy

Preamble

Mill Park Secondary College is committed to treating everyone with dignity and respect and encourages good communication between parents and the school.

Teaching and learning works best when parents, caregivers and teachers talk to each other and work together to solve any problems. The school's approach to handling concerns and complaints is based on our values of:

- providing a child safe and supportive learning environment
 - building relationships between students, caregivers and staff
 - providing a safe working environment for staff.
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Aims

This policy aims to cover concerns and complaints about:

- general issues of student behaviour that are contrary to the school's code of conduct
- incidents of bullying or harassment in the classroom or the school yard
- learning programs, assessment and reporting of student learning
- communication with parents
- school fees and payments
- general administrative issues

This policy does not cover matters for which there are existing rights of review or appeal, as detailed in the *Victorian Schools Policy and Advisory Guide*.

Implementation

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

The complainant should telephone, email or write to:

- The student's Teacher or Home Group Teacher about learning issues and incidents that happened in their class or group.
- The Year Level Coordinator if the matter is of a serious nature or if students from several classes are involved.
- The Assistant Principal about issues relating to staff members or complex student issues.
- The Campus Principal about issues relating to school policy, school management, staff members or very complex student issues.

All complaints will be noted and acted on promptly by the staff member who receives the complaint. The school will make every attempt to resolve a concern or complaint as quickly as possible. If your complaint involves many students and a range of issues, the school will need more time to investigate and resolve it. The outcome of the complaint will be communicated as soon as practicably possible to the person making the complaint via either telephone call, meeting or in writing.

The school will determine whether a concern or complaint should be managed through the school's concerns and complaints process or through other complaints processes of the Department.

If a person with a concern or complaint is not satisfied with the outcome determined by the Assistant or Campus Principal they should contact the College Principal.

If a person with a concern or complaint is not satisfied with the outcome determined by the school, they should contact the North Western Victoria Region Office.

Related Documents

[Department of Education and Early Childhood Development : Parent Complaints The Victorian Schools Policy and Advisory Guide.](#)
http://www.eduweb.vic.gov.au/edulibrary/public/commrel/contacts/May_09_parent_complaints_English_.pdf

External Links

<http://www.education.vic.gov.au/management/governance/spag/health/prevention/sun.html>

Ratified Date

This Policy was ratified by School Council on 22 November 2016

Review Date

This policy will be reviewed as part of the College's three-year review cycle
