



Complaints Resolution Policy

CONTEXT

Our school has both a desire and a responsibility to ensure that high standards of conduct are maintained by staff and students at all times, and that complaints are managed and resolved fairly, efficiently, promptly and in accordance with relative legislation.

AIM

To provide a harmonious, positive and productive school environment.

To resolve complaints fairly, efficiently, promptly and in accordance with relative legislation.

POLICY

- Donburn seeks to provide a positive, harmonious and productive environment.
- It is the principal's responsibility to provide a healthy and positive school environment that is free from discrimination and harassment. In doing so, principals must ensure that all staff are aware of their rights and responsibilities.
- 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. All cases of serious misconduct – sexual offences, criminal charges, or other serious incidents – must instead be referred to the Department of Education for advice.
- It is incumbent upon the principal to act where unacceptable conduct is observed or brought to his or her attention.
- A complainant may at any stage choose to take their complaint directly to an external agency such as the Merit Protection Boards, Victorian Equal Opportunity Commission, the Human Rights and Equal Opportunity Commission, a union of which they are a member, or the Ombudsman.
- It is important that all complaints, ensuing procedures and outcomes are fully documented and confidential.
- The principal may choose to respond to a complaint through an informal process in cases where the complaint is minor, the complainant wishes the matter to be dealt with informally or the complaint has arisen from lack of or unclear communication.
- Formal processes will be used when informal processes haven't been successful, a complainant seeks a formal process, or the principal believes the complaint warrants formal investigation.
- Full details regarding formal complaint resolution procedures are contained within the Department of Education Parents Complaints page on the DET website.



DONBURN PRIMARY SCHOOL POLICY

- Parties dissatisfied with the process can appeal to the previously mentioned external agencies.
- Complaints can be addressed to principal or assistant principal.
- All matters must be treated with utmost confidentiality, and professional respect at all times.
- In the event that a resolution has not been met involving an international student, the parents may escalate with the Department of Education and Training (DET) International Education Division. (IED)

BREACH OF POLICY

As determined by School Principal.

APPROVAL

Contact Person:	Policy Owner:
Principal	Donburn Primary School Council, Education Sub Committee

DOCUMENT CONTROL

Version / Date Created	Nature of Amendment
August 2016	New Policy
October 2017	Updated International Student complaint