

**700 STUDENT ENGAGEMENT & WELLBEING**

**749 Complaints**

School Policy and Advisory Guide Reference: <a href="http://www.education.vic.gov.au/management/governance/spag/azindex/default.htm">http://www.education.vic.gov.au/management/governance/spag/azindex/default.htm</a>		Last Update February 2017
<b>Last Ratified by School Council</b>		Date Month Year
<b>Responsible Principal</b>		John McVean

**Preamble:**

WSSC is committed to open process and fairness in all aspects of its policies and conduct. It is understood that complaints may arise with regard to College policies, processes and staff acting on behalf of the College. This policy sets out the processes for any complaints to be formally acknowledged and acted upon should they arise.

WSSC wishes to treat everyone with dignity and respect and encourages communication between parents, the community and the College. When issues of concern arise it is the fundamental belief of WSSC that they be dealt with promptly, fairly and openly. WSSC believes that in working together, the best solution and outcomes can be found for any problem.

**Process:**

Complaints should be addressed directly with the College by communicating the issue of concern to the appropriate College Officer. This may be in person, by phone or in writing. The Assistant Principals are delegated to act on behalf of the College principal for parents, students and the community should they wish to raise an issue or problem for complaint with the College.

It is desirable that when contacting the College that the problem is clearly explained with as much supporting detail as possible. If a particular response, outcome or suggested method of dealing with the issue is known it assists if these are communicated at the time of complaint.

The document "Complaints Lodgement Form" is available via the College Office for anyone who wishes a copy.

Any appointment to speak with the College staff should be arranged through contacting the College Office. Office staff may at first direct issues to a staff member, Coordinators or Assistant Principal for initial response

**Parent/Community Support:**

Complainants may be accompanied at any meeting with College staff by a friend, colleague or representative from a support organisation. This role is as a support person not as an advocate.

Further information about the Department's parent complaints process can be found at <http://www.education.vic.gov.au/about/contact/pcschoolinformation.htm>

Advice about raising a concern or making a complaint is also available from Parents Victoria 03 9380 2159 or 1800 032 023.

If the complainant does not consider the matter effectively dealt with at the College level they may wish to contact the regional office. The contact for this is 03 57612100. If the matter remains unresolved after discussions with the regional office the complaint may be sent in writing, to:

*Deputy Secretary,  
Office for Government School Education,  
C/o General Manager  
Coordination and Strategy Division,*

### **College Staff PD re Complaints**

**WSSC is committed to ensuring that all staff are familiar with the Complaints Policy.**

Additionally all staff will receive PD about the DEECD's Complaints Policy as set out in the guide "Addressing parents' concerns and complaints effectively" and "Management Strategies" as outlined in the Ombudsman Victoria website and the "Standards Council of Australia" AS 4269 processes inclusive of the "Ten Principles of Good Complaint Management".

All documents are available to all College staff through publishing the relevant documents on the College's LMS.