



COMPLAINTS POLICY



Help for non-English speakers

If you need help to understand the information in this policy, please contact Kingston Heath Primary School on (03) 9584-5805

PURPOSE

The purpose of this policy is to:

- provide an outline of the complaints process at Kingston Heath Primary School so that students, parents and members of the community are informed of how they can raise complaints or concerns about issues arising at our school
- ensure that all complaints and concerns regarding Kingston Heath Primary School are managed in a timely, effective, fair and respectful manner.

SCOPE

This policy relates to complaints brought by students, parents, carers, or members of our school community and applies to all matters relating to our school.

In some limited instances, we may need to refer a complainant to another policy or area if there are different processes in place to manage the issue including:

- Complaints and concerns relating to fraud and corruption will be managed in accordance with the department's [Fraud and Corruption Policy](#)
- Criminal matters will be referred to Victorian Police
- Legal claims will be referred to the Department's Legal Division
- Complaints and concerns relating to child abuse will be managed in accordance with our Child Safety Responding and Reporting Obligations Policy and Procedures (<https://khps.vic.edu.au/about-us/>)

POLICY

Kingston Heath Primary School welcomes feedback, both positive and negative, 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 school community. In line with our [Statement of Values and School Philosophy](#), including our values of Collaboration and Respect, concerns or complaints are best raised with the school directly in the first instance. We request that parents/carers and the community follow the process outlined in this policy rather than raising concerns or complaints through public forums, for example on social media or community groups such as Whatsapp. We understand that it is in the best interests of students for there to be a trusting relationship between families and our school.

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.

COMPLAINT AND CONCERNS PROCESS FOR PARENTS, CARERS AND COMMUNITY MEMBERS

Preparation for raising a concern or complaint

Kingston Heath Primary School encourages parents, carers or members of the community who may wish to submit a complaint to:

- carefully consider the issues you would like to discuss
- remember you may not have all the facts relating to the issues 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 Kingston Heath Primary School (see "Further Information and Resources" section below).

Support person

You are welcome to have a support person to assist you in raising a complaint or concern with our school. Please advise us if you wish to have a support person to assist you, and provide their name, contact details, and their relationship to you.

Raising a concern

Kingston Heath Primary School is always happy to discuss with parents/carers and community members any concerns that they may have. Where possible, school staff will work with you to ensure that your concerns are appropriately addressed.

Concerns in the first instance should be directed to:

- your child's classroom teacher and/or most relevant staff member (such as specialist subject teacher if applicable)
- a member of the school leadership team, such as Principal or Assistant Principal, in instances where it would be inappropriate to speak with your child's classroom teacher and/or most relevant staff member

Making a complaint

Where concerns cannot be resolved in this way, parents or community members may wish to make a formal complaint to the Principal.

If you would like to make a formal complaint, in most cases, depending on the nature of the complaint raised, our school will first seek to understand the issues and will then convene a resolution meeting with the aim of resolving the complaint together. The following process will typically apply:

- 1. Complaint received:** Please either email, telephone or arrange a meeting through the front office with the 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, the Principal or a 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 situation or the concerns raised.
- 3. Response:** Where possible, a resolution meeting will be arranged with the Principal or a nominee to discuss the complaint with the objective of reaching a resolution satisfactory to all parties. Other staff may be involved in this meeting as relevant. 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:** Kingston Heath Primary School 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, Kingston Heath Primary School 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, Kingston Heath Primary School will consult with you and discuss any interim solutions to the dispute that can be put in place.

Please note that unreasonable conduct (e.g. vexatious complaints) may need to be managed differently to the procedures in this policy.

RESOLUTION

Resolutions will vary, and are dependant on the nature of the complaint. For example, where appropriate, Kingston Heath Primary School may seek to resolve a complaint by:

- a change of policy, procedure or practice
- a change of decision
- offering the opportunity for student or family support through available channels
- an apology or expression of regret
- other actions consistent with school values that are intended to support the student, parent and school relationship, engagement, and participation in the school community.

In some circumstances, Kingston Heath Primary School 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 unhappy with the school's response, or if your complaint is about the Principal

If you are not satisfied that your complaint has been resolved by the school, 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 relevant regional office, **South Eastern Victoria Region**, by contacting **1800 338 663** or via email to **enquiries@education.vic.gov.au**.

You will have the opportunity to explain your concern and what you are seeking as a resolution. A department staff member will help record your complaint and explain the steps they will take. You need to give the department staff member time to speak with the Principal and anyone else involved with the issue. If the issue is complex it could take a little longer to work through.

Kingston Heath Primary School may also refer a complaint to the region if we believe that we have done all we can to address the complaint.

For more information about the Department's parent complaints process, including the role of the Regional Office, please see: <https://www.vic.gov.au/school-complaints> or [Raise a complaint or concern about your school](#).

If you are unhappy with the regional office's response

If you have received a response from the South Eastern Victoria regional office, and are still unhappy with the outcome, you can contact the central office. Our central office can help you to resolve concerns you may have with the response you received from the region or in relation to the school. The central office can also refer eligible complaints to the [Independent Office for School Dispute Resolution](#).

Please speak to your school and regional office before escalating a complaint to the central office. You can also contact the central office by emailing school.complaints@education.vic.gov.au, phoning (03) 8688 7885 (message call-back service), or via mail or completion of an online form available via <https://www.vic.gov.au/school-complaints>

RECORD KEEPING AND OTHER REQUIREMENTS

To meet Department and legal requirements, our school must keep written records of:

- Serious, substantial or unusual complaints
- Complaints relating to the Child Information Sharing Scheme and Family Violence Information Sharing Scheme, to meet regulatory requirements - refer to Child and Family Violence Information Sharing Schemes for further information

Our school also follows Department policy to ensure that record-keeping, reporting, privacy and employment law obligations are met when responding to complaints or concerns.

COMPLAINTS AND CONCERNS PROCESS FOR STUDENTS

Kingston Heath Primary School acknowledges that issues or concerns can cause stress or worry for students and impact their wellbeing and learning. Kingston Heath Primary School encourages our students to raise issues or concerns as they arise so that we can work together to resolve them.

Students with a concern or complaint can raise them with any staff member, for example, with your class teacher, Education Support staff, administration staff, a member of the school leadership team such as Principal or Assistant Principal, or any trusted adult at school. This person will take your concern or complaint seriously and will explain to you what steps we can take to try to resolve the issue and support you.

You can also ask your parent, carer or another trusted adult outside of the school, to talk to us about the issue instead. Information about our parent/carer complaints and concerns process is outlined further below. The parent/carer process also applies to students who are mature minors, refer to: [Mature Minors and Decision Making](#).

Other ways you can raise a concern or complaint with us include:

- talking to a member of the Junior School Council about your concern and any suggestions you have for resolving it
- talking to another Student Leader, such as a School Captain or House Captrain
- participating in our Attitudes to School Survey (for Grades 4-6)
- speak to your parent/carer who can raise your concern or complaint on your behalf

Further information and resources to support students to raise issues or concerns are available at:

- [Report Racism Hotline](#) (call 1800 722 476) – this hotline enables students to report concerns relating to racism or religious discrimination
- [Reach Out](#)
- [Headspace](#)
- [Kids Helpline](#) (call 1800 55 1800)

[Victorian Aboriginal Education Association](#) (VAEAI)

COMMUNICATION

This policy will be communicated to our school community in the following ways:

- Available publicly on school website
- Included in staff induction processes
- Included in our staff handbook/manual/induction processes
- Annual reference in school newsletter
- Hard copy available from school administration upon request

FURTHER INFORMATION AND RESOURCES

The Department's Policy and Advisory Library (PAL):

- [Complaints - Parents](#)

The Department's parents' website:

- [Raise a complaint or concern about your school](#)
- [Report racism or religious discrimination in schools](#)

Kingston Heath Primary School policies, including *Statement of Values and School Philosophy*, available on request to the school office, or online via <https://khps.vic.edu.au/about-us/>

POLICY REVIEW AND APPROVAL

Policy last reviewed	September 2024
Consultation	School staff Consultative Committee - August 2024 School Council - August 2024
Approved by	Principal
Next scheduled review date	September 2026