



# GUTHRIDGE PRIMARY SCHOOL

## COMPLAINTS POLICY



### Help for non-English speakers

If you need help to understand the information in this policy please contact Guthridge Primary School on 03 5144 3633

## PURPOSE

The purpose of this policy is to:

- provide an outline of the complaints process at Guthridge 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 Guthridge 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](#)

## POLICY

Guthridge 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. 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.

### Complaints and concerns process for students

Guthridge Primary School acknowledges that issues or concerns can cause stress or worry for students and impact their wellbeing and learning. Guthridge 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 a trusted adult at school, for example, with their classroom teacher, Wellbeing staff, Koorie Education Support Officers, Defence School Mentor, Education Support staff or Leadership. These people 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.

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)

### Complaints and concerns process for parents, carers and community members

#### **Preparation for raising a concern or complaint:**

Guthridge 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 Guthridge Primary School – *Guthridge Primary School Policies are often being updated to reflect current practice. These can be viewed, on the school's website <http://www.guthridgeps.vic.edu.au/forms.html>, or hardcopies on request, at the Office.*

## 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.

Likewise, school staff reserve the right to be accompanied by a support person from the school or a representative from the Department of Education. The school will advise if a support person has been invited, and provide their name, contact details, and their role.

## Raising a concern

Guthridge Primary School is always happy to discuss with parents/carers and community members any concerns that they may have. Concerns in the first instance should be directed to [guthridge.ps@education.vic.gov.au](mailto:guthridge.ps@education.vic.gov.au) so the concern can be followed up by the most relevant person – this may be your child’s teacher, Team Leader, Wellbeing Team, Assistant Principal or Principal, depending on the issue. Where possible, school staff will work with you to ensure that your concerns are appropriately addressed.

see Appendix 1 - Flowchart

## Making a complaint

Where concerns cannot be resolved in this way, parents or community members may wish to make a formal complaint to the Assistant Principal or Principal, noting that formal complaints should be directed to a member of the school’s leadership team.

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, gather all the facts 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 request a meeting through the Office with the Assistant Principal or 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 at a mutually agreeable time.
2. **Information gathering:** Depending on the issues raised in the complaint the Assistant Principal or nominee, or the Principal, 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 Assistant Principal/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:** Guthridge Primary School will acknowledge receipt of your complaint as soon as possible and will seek to resolve complaints in a timely manner. Depending on the complexity of the complaint, Guthridge 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, Guthridge 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

Where appropriate, Guthridge Primary School 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 a referral for student counselling or other support
- other actions consistent with school values that are intended to support the student, parent/carer and school relationship, engagement, and participation in the school community.

In some circumstances, Guthridge 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 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 DET South-Eastern Victoria Region by contacting Dandenong Ph 8765 5600 or Moe Ph 5127 0400.

Guthridge Primary School may also refer a complaint to the DET South-Eastern Victoria 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: [Raise a complaint or concern about your school.](#)

### 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.

## COMMUNICATION

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

- Available publicly on our school's website

- Included as annual reference in school newsletter
- Made available in hard copy 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](#)

The following school policies are also relevant to this First Aid Policy:

- [Statement of Values and School Philosophy](#)

*The Department of Education and Training’s (DET) Dignity and Respect Statement ensures that discrimination, harassment, bullying, violence and threatening behaviour in Victorian Government schools is unacceptable. All employees, students, parents and visitors in the school are expected to act accordingly.*

see Appendix 2 – Dignity and Respect statement

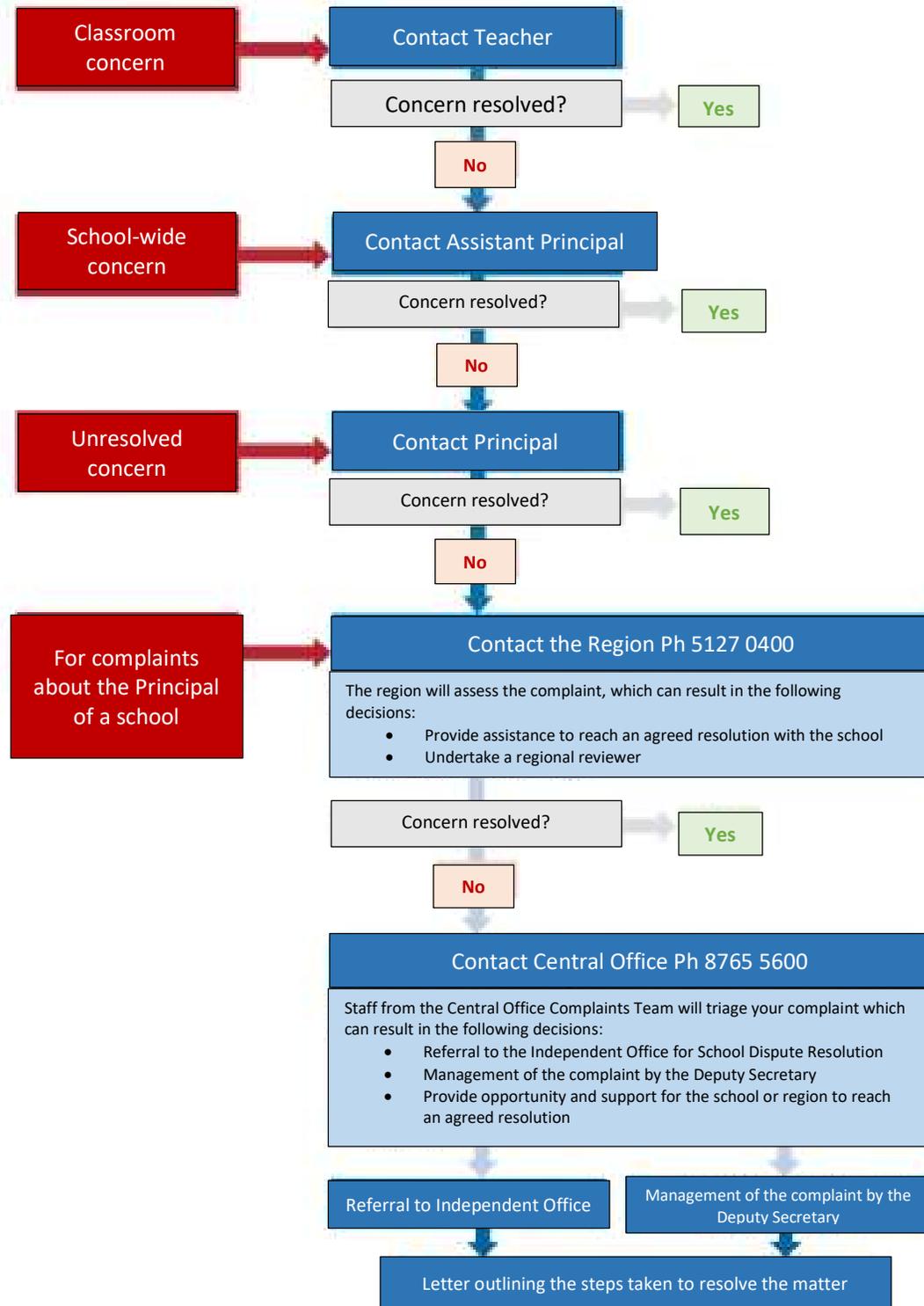
see Appendix 3 – Respect For School Staff Policy

## POLICY REVIEW AND APPROVAL

Policy last reviewed	August 2023
Consultation	The review cycle for this policy is 2 years and is scheduled for the beginning of 2025. Review will include consultation with student representative groups, staff, and school council
Approved by	Principal
Next scheduled review date	Prior to August 2025

Appendix 1

COMPLAINTS MANAGEMENT FLOWCHART



# Dignity and Respect Statement



**The Department of Education is committed to providing safe and supportive work environments where diversity is valued and everyone is treated with respect, fairness and dignity.**

Discrimination, sexual and other forms of harassment, bullying, violence and threatening behaviour are unacceptable.

All employees, students, parents and visitors in schools and other DoE workplaces are expected to act accordingly.

The Department (which includes schools) and school councils, will act to ensure that the safety, security, health and wellbeing of all employees, students, parents and visitors in schools and other DoE workplaces are protected.



**Prof. Peter Dawkins**  
Secretary

2006



Website: <http://www.eduweb.vic.gov.au/hrweb/ohs/health/promot.htm> | Telephone: 1800 809 634

# Respectful school communities start with respectful behaviour

Parents, carers, staff and students can help keep our school community safe, supportive and respectful.

Good relationships are based on:



Open and honest communication



Trust and respect



Working together



Fair and reasonable expectations by all

These behaviours are **not** okay in our school community:

- ⊗ Threats
- ⊗ Violence
- ⊗ Rudeness
- ⊗ Harassment
- ⊗ Discriminatory and derogatory comments
- ⊗ Aggression
- ⊗ Intimidation
- ⊗ Threatening gestures

This includes in-person, over-the-phone, email, text message, social media and online.

For more information ask your school about the **Respectful Behaviours within the School Community Policy**.