

# Complaints and Resolution Policy

## Purpose

Carrum Downs Secondary College has the desire that staff, students and parents maintain and experience a high standard of conduct at all times.

## Complaints may arise from:

- Allegations of unlawful discrimination
- Allegations of unlawful harassment
- Unprofessional conduct and/or unsatisfactory performance of staff
- A school practice or policy that the complainant believes is unfair, unreasonable or inappropriate
- Decisions made, or not made, that the complainant believes are unfair, unreasonable or inappropriate
- A particular incident

## Aim

To provide and maintain a harmonious, positive and productive school environment.

To ensure that all complaints are managed and resolved fairly, efficiently, promptly and in accordance with the College values and relevant legislation.

## Implementation

- It is the Principal's responsibility to provide a healthy and positive school environment that is free from discrimination and harassment. Principals must ensure that all staff and students are aware of their rights and responsibilities under state and federal antidiscrimination legislation.
- Carrum Downs Secondary College will treat all complaints seriously and ensure that all complaints are dealt with in a fair and consistent manner.
- Complaints made against a staff member, or in relation to other matters that fall within a school's area of responsibility will be dealt with promptly using the local complaints resolution procedures.
- The local complaints resolution procedures encompass both informal and formal action. The principal will need to make an assessment in each case about whether the concern or complaint requires the use of a formal process or whether informal resolution is appropriate.
- Informal resolution of a complaint may involve talking to one or more of the parties. Where appropriate this will involve the use of Restorative Practices. Where an informal process of complaints resolution is not successful, and the complainant wishes to pursue the matter, the principal should implement the formal process.
- The formal process is outlined in the publication "Local Complaints Resolution Procedures" available from the Principal which comprises the following steps: investigating the complaint, determining appropriate action, preparing a report, monitoring the situation.
- At any stage of the local complaints resolution procedures, complainants have the right to take their complaint directly to an external agency, such as the Merit Protection Boards, the Victorian Equal Opportunity Commission, the Human Rights and Equal Opportunity Commission or the Ombudsman.
- Curriculum will address the effects of harassment and assist students to understand harassment in its many forms, develop attitudes and skills that discourage, challenge, counter-act and report harassing practices.

**Evaluation:** This policy will be reviewed as part of the College's review cycle.

**Related policies:** School Policy Advisory Guide – <http://www.education.vic.gov.au>

*This policy was endorsed by the College Council in June, 2016*