



# Parent/Carer Complaints Policy

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## PURPOSE

The purpose of this policy is to:

- provide an outline of the complaints process at Tarneit P-9 College so that 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 regarding Tarneit P-9 College are managed in a timely, effective, fair and respectful manner.

## SCOPE

This policy relates to complaints brought by parents, carers, students or members of our school community and applies to all matters relating to our school. In some limited instances, we may need to refer the complainant to another Department of Education and Training process where there are different mechanisms in place to review certain decisions, for example, expulsion appeals, student critical incident matters, see: [Student Critical Incident Advisory Unit](#), or criminal matters, see: [Police – Department Protocols](#)

## POLICY

Tarneit P-9 College 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:

- raise and discuss issues in a courteous and respectful manner
- acknowledge that the goal is to achieve an outcome that is in the affected student's best interests and acceptable to all parties
- act in good faith and respect the privacy and confidentiality of those involved, as appropriate
- recognise that all parties, including the broader school community, have rights and responsibilities that must be balanced
- recognise that schools and the Department may be subject to legal constraints on their ability to act or disclose information in some circumstances.



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## Preparation for Raising a Concern or Complaint

Tarneit P-9 College 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 Tarneit P-9 College (see "Further Information and Resources" section below).

## Complaints Process

Please also refer to Appendix A – Parent Complaints Flowchart, attached.

Tarneit P-9 College 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 your child's teacher, relevant Assistant Principal, or Principal. Where possible, all school staff will work with you to ensure that your concerns are appropriately addressed.

Where concerns cannot be resolved in this way, parents or community members may wish to make a formal complaint to the relevant 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 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 arrange a meeting through the front office with the relevant 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.
2. **Information gathering:** Depending on the issues raised in the complaint, the Principal, Assistant Principal or 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 [Assistant Principal/Principal] to discuss the complaint with the objective of reaching a resolution satisfactory to all parties. In some circumstances, the Principal may determine that a



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resolution meeting would not be appropriate. In this situation, a response to the complaint will be provided.

4. **Timelines:** Tarneit P-9 College will acknowledge receipt of your complaint as soon as possible (usually within 48 hours) and will seek to resolve complaints in a timely manner. Depending on the complexity of the complaint, Tarneit P-9 College 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, Tarneit P-9 College will consult with you and discuss any interim solutions to the dispute that can be put in place.

## Resolution

Where appropriate, Tarneit P-9 College may seek to resolve a complaint by:

- communicating the outcome in a timely manner
- a change of decision
- a change of policy, procedure or practice
- offering the opportunity for student counselling or other support
- other actions consistent with school values that are intended to support the student, parent and school relationship, engagement, and participation in the school community.

## Unreasonable Complainant Behaviour

All complaints should be considered in accordance with the school's complaint-handling procedures including when parent/carer behaviour is thought to be unreasonable. While a decision maker considers a range of factors and views, they may at any point in the process outlined in this policy consider the behaviour of a parent/carer to be unreasonable. In these circumstances, it may be appropriate for the decision maker to communicate the basis on which the conclusion was made to the parent/carer in writing. The decision maker may also indicate an acceptable procedure for future communication with the parent/carer about their complaint.

The Department considers behaviour to be unreasonable when:

- it is clearly and significantly outside the expectations of cooperation, courtesy and respect
- it calls for staff resources and time unjustified by the nature or significance of the complaint
- an action or complaint is brought without merit, often to cause annoyance to another person it is oriented towards conflict.



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## Escalation

If a parent or community member is not satisfied that their complaint has been resolved by the school, or if their complaint is about the Principal, then the complaint should be referred to the Regional Director.

Tarneit P-9 College may also refer the complaint to the Regional Director, if we believe that we have done all we can to address the complaint.

## FURTHER INFORMATION AND RESOURCES

For more information about the Department's *Parent Complaints* policy, including the role of the Regional Office, please see: [Parent complaints policy](#).

The following related policies are available on our website, [www.tarneitcollege.vic.edu.au](http://www.tarneitcollege.vic.edu.au):

- *Student Engagement and Wellbeing Policy*
- *Parent Payments Policy*
- *Child Safe Policy*

## REVIEW CYCLE

This policy was last updated on 22 May 2019 and is scheduled for review in May 2022.



## PARENT COMPLAINT FLOWCHART

