



# Complaints Resolution

## POLICY AND PROCEDURES

### Rationale:

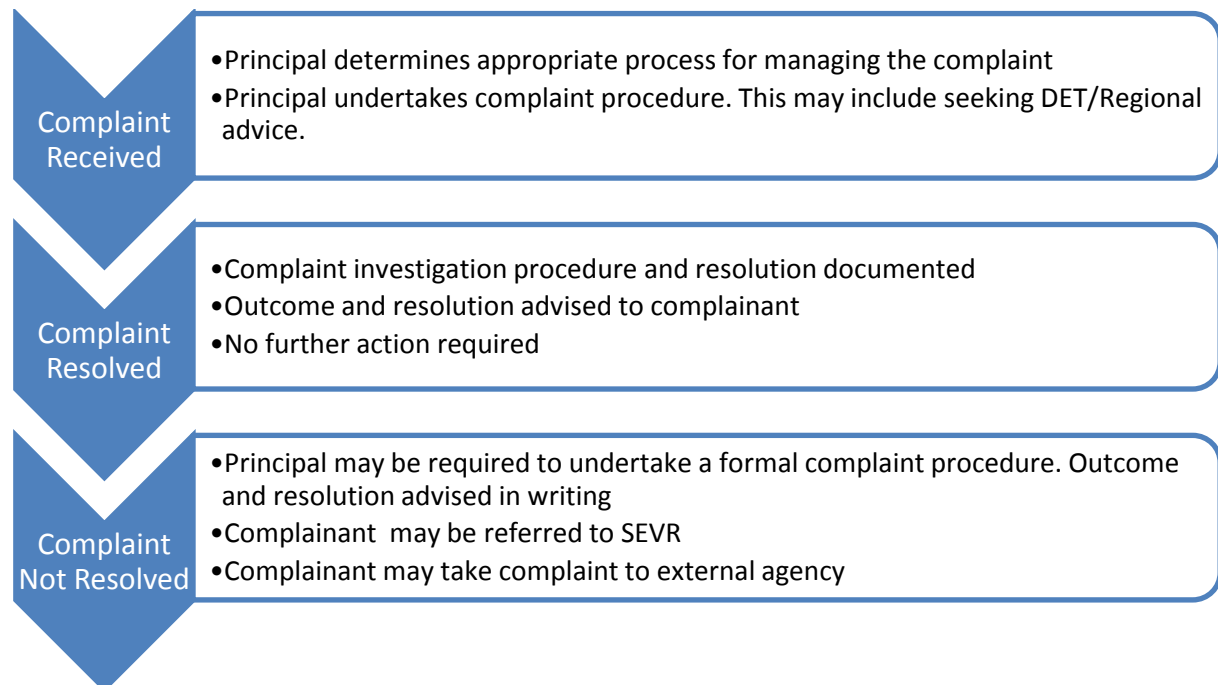
Hallam Primary School has both a desire and a responsibility to ensure that high standards of conduct are maintained by staff and students at all times, and that complaints are managed and resolved fairly, efficiently, promptly and in accordance with relevant legislation and DET policy.

### Aims:

- To provide a positive and productive school environment.
- To resolve complaints fairly, efficiently, promptly and in accordance with relevant legislation and DET policy.

### Implementation:

- Hallam PS seeks to provide a positive and productive working and learning environment.
- It is the Principal's responsibility to provide a healthy and positive school environment that is free from discrimination and harassment. In doing so, Principal's must ensure that all staff are made aware of their rights and responsibilities.
- The Principal will use local complaints resolution procedures, where appropriate, for resolving complaints in relation to issues that fall within the school's area of responsibility. All cases of serious misconduct- sexual offences, criminal charges or other serious incidents- will be referred to the Department of Education and Training Conduct and Ethics Branch.
- It is incumbent upon the Principal to act where unacceptable conduct is observed or brought to his or her attention.
- A complainant may at any stage choose to take their complaint directly to an external agency such as the Merit Protection Boards, the Victorian Equal Opportunity and Human Rights Commission or the Victorian Ombudsman.
- All complaints, ensuing procedures and outcomes will be fully documented.
- The Principal may choose to respond to a complaint through an informal process in cases where the complaint is minor, the complainant wishes the matter to be dealt with informally or the complaint has arisen from a lack of or unclear communication.



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- Formal processes will be used when informal processes haven't been successful, a complainant seeks a formal process or the Principal believes the complaint warrants formal investigation.

- The formal process involves: -
  1. Investigating the complaint including formal interviews, written statements, conveying the details of the complaint to the respondent in writing providing the opportunity for a written response.
  2. Dismissing or accepting the complaint. Acceptance may involve the Conduct & Ethics Branch, verbal or written warnings, conciliation, counselling or consequences etc.
  3. Preparation of a detailed confidential report.
  4. Monitoring of the situation.
- Parties dissatisfied with the process can be referred to the Regional Office or appeal to external agencies.
- All matters must be treated with utmost confidentiality and professional respect at all times.

**Evaluation:**

This policy will be reviewed as part of the school's review cycle.

<b>Approved By</b>	<b>Hallam PS Council</b>
<b>Approval Date</b>	<b>18 June 2015</b>
<b>Date Reviewed</b>	<b>June 2015</b>
<b>Responsible for Review</b>	<b>Principal</b>
<b>Review Date</b>	<b>June 2018</b>
<b>References</b>	DET <a href="http://www.education.vic.gov.au/Pages/default.aspx">http://www.education.vic.gov.au/Pages/default.aspx</a> DET Raising Concerns <a href="http://www.education.vic.gov.au/school/parents/secondary/Pages/concerns.aspx">http://www.education.vic.gov.au/school/parents/secondary/Pages/concerns.aspx</a> DET Parent Complaints-Government Schools <a href="http://www.education.vic.gov.au/about/contact/Pages/complainschool.aspx">http://www.education.vic.gov.au/about/contact/Pages/complainschool.aspx</a> DET DET Conflict Management <a href="http://www.education.vic.gov.au/school/principals/management/Pages/conflictmgmt.aspx">http://www.education.vic.gov.au/school/principals/management/Pages/conflictmgmt.aspx</a> Merit Protections Boards <a href="http://www.mpb.vic.gov.au/Pages/default.aspx">http://www.mpb.vic.gov.au/Pages/default.aspx</a> Victorian Equal Opportunity and Human Rights Commission <a href="http://www.humanrightscommission.vic.gov.au/">http://www.humanrightscommission.vic.gov.au/</a> Victorian Ombudsman <a href="https://www.ombudsman.vic.gov.au/">https://www.ombudsman.vic.gov.au/</a>