

Complaint Resolution

Rationale:

Our school has both a desire and a responsibility to ensure that high standards of conduct are maintained by staff, students at all times, and that complaints are managed and resolved fairly, efficiently, promptly and in accordance with relative legislation.

Aims:

- To provide a harmonious, positive and productive school environment, free from bullying, harassment or prejudice.
- To resolve complaints fairly, efficiently, promptly and in accordance with relative legislation.

Implementation:

- Our school seeks to provide a positive, harmonious and productive 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 aware of their rights and responsibilities.
- The principal is required to 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 - must instead be referred to the Department of Education Employee Conduct 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.** These organisations include the Victorian Public Sector Commission, the Merit Protection Boards, the Victorian Institute of Teaching, the Ombudsman's Office the Victorian Equal Opportunity and Human Rights Commission and the Human Rights Commission. The nature of the complaint will determine which organisation may be appropriate
- It is important that all complaints, ensuing procedures and outcomes are 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 lack of or unclear communication.
- 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.
- **Full details regarding formal complaint resolution procedures are contained within the Department of Education 'Guidelines for Managing Complaints, Misconduct and Unsatisfactory Performance in the Teaching Service' and contain the following steps.**
- The formal process involves: -
 - Step 1 Investigating the complaint**
 - Step 2 Making a finding**
 - Step 3 Determining appropriate action**
- Parties dissatisfied with the process can appeal to the previously mentioned external agencies.

Complaint Resolution

- All matters must be treated with utmost confidentiality, and professional respect at all time

References:

Department of Education 'Guidelines for Managing Complaints, Misconduct and Unsatisfactory Performance in the Teaching Service'

http://www.education.vic.gov.au/hrweb/Documents/Complaints_Misconduct_and_Unsatisfactory_Performance_TS.pdf

Evaluation:

To be reviewed as part of the school's three year review process.

Ratified at School Council: 15/08/2017

Review Date: 15/08/2020

'Sunshine SDS is committed to providing a child safe environment where children and young people are safe and feel safe, and their voices heard about decisions that affect their lives'.

