



# Huntingdale Primary School

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## COMPLAINTS RESOLUTION POLICY

### Rationale:

Huntingdale 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 DET policies and procedures.

### Aims:

To:

- Provide a harmonious, positive and productive school environment.
- Resolve complaints fairly, efficiently, promptly and in accordance with DET policies and procedures

### Implementation:

- Our school seeks to provide a positive, harmonious and productive environment through our student wellbeing programs, curriculum, teaching and communications with the school community.
- It is the Principal's responsibility to provide a healthy and positive school environment that is free from discrimination and harassment. In doing so the Principal 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 and Training (DET) for advice and in some cases the Victorian Police.
- All complaints pertaining to cyber bullying and attendance will be followed up using DET's policies and procedures.
- 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 DET, Victorian Institute of Teaching, the Merit Protection Boards, Victorian Equal Opportunity Commission, the Human Rights and Equal Opportunity Commission, a union of which they are a member, or the Ombudsman.
- It is important that all complaints, ensuing procedures and outcomes are fully documented and confidential.
- 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.
- The informal process involves the complainant approaching the teacher directly for clarification, monitoring and action planning. If given sufficient time to take effect, this is not successful then the complainant approaches the Assistant Principal and then the Principal.
- 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’](#) handbook, and contain the following steps.
- 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 appeal to the previously mentioned external agencies.
- All matters must be treated with utmost confidentiality, and professional respect at all times.

**Evaluation:**

This policy will be annually at the conclusion of the school’s camps program, and as part of the school’s three-year review cycle.

**Certification:**

This policy was endorsed by School Council at the meeting held on 17 February 2015.

Signed:.....  
Principal

Signed.....  
School Council President