

Complaints

Policy



Help for non-English speakers

If you need help to understand the information in this policy please contact the front office on 9744 0500.

PURPOSE

The purpose of this policy is to:

- Provide an outline of the complaints process at Sunbury Downs College so that parents / carers, students and members of the community are informed of how they can raise concerns about issues arising at our school
- Ensure that all complaints and concerns regarding Sunbury Downs College are managed in a timely, effective, fair and respectful manner.

SCOPE

This policy relates to complaints raised by students, parents / carers, 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 manage the issue including:

- Complaints and concerns relating to fraud and corruption will be managed in accordance with the department's [Fraud and Corruption Policy](#)
- Criminal matters will be referred to Victorian Police
- Legal claims will be referred to the Department's Legal Division
- Complaints and concerns relating to child abuse will be managed in accordance with our Child Safety Responding and Reporting Obligations Policy and Procedures [Protecting Children – Reporting and Other Legal Obligations: Policy | education.vic.gov.au](#)

POLICY

Sunbury Downs 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
- recognise that all parties, including the broader school community, have rights and responsibilities that must be balanced
- recognise that the College and the Department may be subject to legal constraints on their ability to act or disclose information in some circumstances.

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Complaints and concerns process for students

Sunbury Downs College acknowledges that issues or concerns can cause stress or worry for students and impact their wellbeing and learning. Sunbury Downs College encourages our students to raise issues or concerns as they arise so that we can work together to resolve them.

Students with a concern or complaint can raise them with a trusted adult at school, for example, with your Year Level Coordinator. This person will take your concern or complaint seriously and will explain to you what steps we can take to try to resolve the issue and support you.

You can also ask your parent / carer or another trusted adult outside of the school, to talk to us about the issue instead. Information about our parent / carer complaints and concerns process is outlined further below. The parent / carer process also applies to students who are mature minors.

Other ways you can raise a concern or complaint with us include:

- talking to a member of Student Voice about your concern and any suggestions you have for resolving it
- discussing the matter with a member from Student Services or your Home Group teacher

Further information and resources to support students to raise issues or concerns are available at:

- [Report Racism Hotline](#) (call 1800 722 476) – this hotline enables students to report concerns relating to racism or religious discrimination
- [Reach Out](#)
- [Headspace](#)
- [Kids Helpline](#) (call 1800 55 1800)
- [Victorian Aboriginal Education Association](#) (VAEI)

Preparation for raising a concern or complaint

Sunbury Downs College encourages parents / carer, 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 Sunbury Downs College.

Support person

- You are welcome to have a support person to assist you in raising a complaint or concern with our school. Please advise us if you wish to have a support person to assist you, and provide their name, contact details, and their relationship to you.

Raising a Concern

Sunbury Downs College is always happy to discuss with parents / carer, students and community members any concerns they may have. Concerns in the first instance should be directed to your child's Level Coordinator. Where possible, school staff will work with you to ensure that your concerns are appropriately addressed.

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Making a complaint

Where concerns cannot be resolved in this way, parents or community members may wish to make a formal complaint to the relevant Sub-School Leader or Assistant Principal.

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 Sub-School Leader, Assistant Principal, or nominee 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 Sub-School Leader, 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 Sub-School Leader or Assistant Principal to discuss the complaint with the objective of reaching a resolution satisfactory to all parties. If after the resolution meeting we are unable to resolve the complaint together, the matter will be referred to the Principal. If a resolution still cannot be reached then we will work with you to produce a written summary of the complaint in the event you would like to take further action about it. In some circumstances, the Principal may determine that a resolution meeting would not be appropriate. In this situation, a response to the complaint will be provided in writing.
4. **Timelines:** Sunbury Downs College will acknowledge receipt of your complaint as soon as possible (usually within 48 hours – 2 business days) and will seek to resolve complaints in a timely manner. Depending on the complexity of the complaint, Sunbury Downs 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, Sunbury Downs College will consult with you and discuss any interim solutions to the dispute that can be put in place.

Resolution

Where appropriate, Sunbury Downs College may seek to resolve a complaint by:

- an apology or expression of regret
- 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.

In some circumstances, Sunbury Downs College may also ask you to attend a meeting with an independent third party or participate in a mediation with an accredited mediator to assist in the resolution of the dispute.

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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 DET North Western – Hume Moreland by contacting nwvr@education.vic.gov.au, or by phoning 1300 338 691

Sunbury Downs College may also refer a complaint to DET Hume Moreland - Coburg Office if it is believed that all possible measures have been taken to address the complaint.

For more information about the Department's *Parent Complaints* policy, including the role of the Regional Office, please see: [Raise a complaint or concern about your school.](#)

Record keeping and other requirements

To meet Department and legal requirements, our school must keep written records of:

- Serious, substantial or unusual complaints
- Complaints relating to the Child Information Sharing Scheme and Family Violence Information Sharing Scheme, to meet regulatory requirements - refer to Child and Family Violence Information Sharing Schemes for further information

Our school also follows Department policy to ensure that record-keeping, reporting, privacy and employment law obligations are met when responding to complaints or concerns.

COMMUNICATION

This policy will be communicated to our school community in the following ways:

- Available publicly on school website
- Included in staff induction processes
- Included in our staff handbook/manual
- Discussed at parent information nights/sessions
- Annual reference in school newsletter
- Discussed at student forums/through communication tools

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- Hard copy available from school administration upon request

FURTHER INFORMATION AND RESOURCES

The Department's Policy and Advisory Library (PAL):

- [Complaints - Parents](#)

The Department's parents' website:

- [Raise a complaint or concern about your school](#)
- [Report racism or religious discrimination in schools](#)
- *Statement of Values and School Philosophy*
[Statement of Values and School Philosophy Sept 2023 - Sept 2026.pdf](#)
(sunburydowns.vic.edu.au)
- Communication with School Staff
[Communication with School Staff Policy June 2024 – June 2027.pdf](#)
(sunburydowns.vic.edu.au)

POLICY REVIEW AND APPROVAL

Policy last reviewed	June 2024
Consultation	School Community – ongoing consultation with the school community via an offer to provide feedback on child safety policies and procedures as outlined on our website
Approved by	School Council 20 June 2024 Principal
Next scheduled review date	February 2026