



Warragul North Primary School MANAGING COMPLAINTS Policy

Rationale:

WNPS 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 in a timely, effective, fair and respectful manner in accordance with relative legislation.

Aims:

- To provide a harmonious, positive and productive school environment.
- To manage complaints in a timely, effective, fair and respectful manner.

Implementation:

- 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, 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 DET for advice.
- 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 Board, Victorian Equal Opportunity and Human Rights 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.
- 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 DET '[Guidelines for Managing Complaints, Misconduct and Unsatisfactory Performance](#)' 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 and Ethics Branch, verbal or written warnings, conciliation, counselling or consequences.
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 reviewed as part of the School Council's five year review cycle.

This policy was adopted by School Council in September 2014
This policy was reviewed and amended by School Council June 18th 2019
This policy was reviewed by School Council in September 2020