

<b>Title</b>	<b>Complaints and Grievances Policy</b>
<b>Rationale</b>	Dromana College recognise that a complaints process provides an important opportunity for reflection and learning. We welcome feedback, both positive and negative, and are committed to continuous improvement. We value open communication with our families and are committed to understanding complaints and addressing them appropriately.
<b>Aim</b>	To provide an outline of the complaints process at Dromana College so that parents and members of the community are informed of how they can raise complaints or concerns about issues arising at our school. This policy is also to ensure that all complaints regarding Dromana College are managed in a timely, effective, fair and respectful manner.

<b>Policy Implementation and Process</b>	
<b>Purpose</b>	To provide effective learning for all students
<b>Mission</b>	Empowering young people to make a difference

<b>Values</b>	Responsibility	Respect	Integrity	Personal Best
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<b>Vision Statement</b>
Dromana College encourages and celebrates personal improvement. We recognise and respond to diverse student needs. We set high expectations for all students and have a strong focus on academic achievement and the pursuit of personal excellence. We encourage and support creativity, innovation and initiative for young people by helping them to reach their aspirations in different fields of life. We provide high quality teaching and a safe and caring school environment

## Policy

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

### Preparation for raising a concern or complaint

Dromana College encourages parents, carers 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 see: [Parent complaints policy](#).
- **Complaints process**

Dromana College is always happy to discuss with parents/carers and community members any concerns that they may have. Concerns in the first instance should be directed to the Assistant Principals. Where possible, school staff will work with you to ensure that your concerns are appropriately addressed.

Where concerns cannot be resolved in this way, parents or community members may wish to make a formal complaint to the 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 an Assistant Principal or Principal, 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 Principal, 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 Assistant Principal/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, 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:** Dromana College will acknowledge receipt of your complaint as soon as possible (usually within 48 hours) and will seek to resolve complaints in a timely manner. Depending on the complexity of the complaint, Dromana 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, Dromana College will consult with you and discuss any interim solutions to the dispute that can be put in place.

### Resolution

Where appropriate, Dromana 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, Dromana 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.

### 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 South East Victoria by contacting 8766 5600

Dromana College may also refer a complaint to DET South East Victoria Region if we believe that we have done all we can to address the complaint.

For more information about the Department's *Parent Complaints* policy, including the role of the Regional Office, please see: [Parent complaints policy](#).

<b>Policy Direction of the School as a Whole</b>	To ensure Dromana College maintains its commitment to a culture of ongoing improvement
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<b>Approved By</b>	Dromana College Council
<b>Date Approved</b>	October 2019
<b>Responsible For Review</b>	College Principal