



## Complaint Resolution Policy

14-36 Lesdon Avenue Cranbourne 3977  
Email: [rangebank.ps@edumail.vic.gov.au](mailto:rangebank.ps@edumail.vic.gov.au)

Tel: 5996 8900  
Website: <http://www.rangebankps.vic.edu.au/>

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### RATIONALE

Rangebank Primary School has both a desire and a responsibility to ensure that high standards of conduct are maintained by staff 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.
- 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, 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 by staff – sexual offences, criminal charges, or other serious incidents – must also be referred to the Department of Education Conduct and Ethics Branch.

It is incumbent upon the Principal to act where unacceptable conduct is observed or brought to their 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 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.

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 have been unsuccessful, 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 'Local Complaints Resolution Procedures' handbook, and contain the following steps.

- Investigating the complaint including formal interviews, written statements, conveying the details of the complaint to the respondent in writing and providing the opportunity for a written response.
- Dismissing or accepting the complaint. Acceptance may involve the Conduct and Ethics Branch, verbal or written warnings, conciliation, counselling or consequences.
- Preparation of a detailed confidential report.
- 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.



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### REFERENCES

Victorian Government Schools Reference

Guide <http://www.eduweb.vic.gov.au/edulibrary/public/schadmin/Management/6-10.pdf>

<http://www.education.vic.gov.au/management/governance/spag/community/parentcomplaints/default.htm>

<http://www.education.vic.gov.au/about/contact/pcschools.htm>

[http://www.eduweb.vic.gov.au/edulibrary/public/commrel/contacts/POLICY\\_AND\\_GUIDES\\_Addressing\\_parents\\_concerns.pdf](http://www.eduweb.vic.gov.au/edulibrary/public/commrel/contacts/POLICY_AND_GUIDES_Addressing_parents_concerns.pdf)

### EVALUATION

This policy will be reviewed as part of the school's annual review cycle and/or as per DET recommendations.

### CERTIFICATION

This policy was ratified at the School Council Meeting held at Rangebank Primary School,

on .....

Signed.....  
School Council President

Signed.....  
Principal