



[Help for non-English speakers](#)

[If you need help to understand the information in this policy please contact the school office.](#)

Purpose

To provide an outline of the complaints process at Coatesville Primary School (CPS) so that students, parents, carers and members of the community are informed as to how they can raise complaints or concerns about issues arising at our school

To ensure that all complaints and concerns regarding CPS are managed in a timely, effective, fair and respectful manner.

Scope

This policy relates to complaints brought 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 a complainant to another policy or area if there are different processes 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 Victoria 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

Definitions

Bullying – Targeted, repeated behaviour

CPS – Coatesville Primary School

Harassment - aggressive pressure or intimidation

Principal Nominee – a member of the leadership team

The Department -The Department of Education

Policy

Coatesville Primary School welcomes feedback, and is committed to continuous improvement. We value open communication with our families and community 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:

- be considerate of each others' views and respect each others' role
- be focused on resolution of the complaint, with the interests of the student involved at the centre
- act in good faith and cooperation

- behave with respect and courtesy
- respect the privacy and confidentiality of those involved, as appropriate
- operate within and seek reasonable resolutions that comply with any applicable legislation and the Department policy
- recognise that schools and the Department may be subject to legal constraints on their ability to act or disclose information in some circumstances.

Complaints and concerns process for students

CPS acknowledges that issues or concerns can cause stress or worry for students and impact their wellbeing and learning. CPS 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 their teacher, Assistant Principal, office staff or Principal. This person will take concerns or complaints seriously and will explain what steps we can take to try to resolve the issue and provide support.

Students can also ask parents, carers or another trusted adult outside of the school, to talk about the issue instead. Information about parent/carer complaints and concerns process is outlined further below. The parent/carer process also applies to students who are mature minors, refer to: [Mature Minors and Decision Making](#).

Other ways students can raise a concern or complaint include, but is not limited to:

- talking to a member of the Student Representative Council (SRC) about a concern and any suggestions for resolving it
- participating in the Attitudes to School Survey (for Grades 4-6)
- writing a note and providing that note to a trusted adult at school

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 <https://au.reachout.com/>

Headspace <https://headspace.org.au/>

Kids Helpline (call 1800 55 1800) <https://kidshelpline.com.au/>

Victorian Aboriginal Education Association (VAEAI) <https://www.vaeai.org.au/>

Complaints and concern process for parents, carers and community members

Preparation for raising a concern or complaint

CPS encourages parents, carers or members of the community who may wish to submit a complaint to:

- carefully consider the issues they 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 CPS

Support person

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

Raising a Concern

CPS 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 child's classroom teacher. Where possible, school staff will work with parents/carers to ensure concerns are appropriately addressed.

Making a complaint

Where concerns cannot be resolved in this way, parents/carers or community members may wish to make a formal complaint to the school Principal 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 meeting with the aim of resolving the complaint together. The following process will apply:

- **Complaint received:** Please either email, telephone or arrange a meeting through the front office with the Assistant Principal or Principal, to outline your complaint so that we can fully understand what the issue/s are.
- **Information gathering:** Depending on the issue/s 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.
- **Response:** Where possible, a meeting will be arranged 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 to produce a written summary of the complaint in the event further action is required. In some circumstances, the Principal may determine that a resolution meeting would not be appropriate. In this situation, a response to the complainant will be provided in writing.
- **Timelines:** CPS will acknowledge receipt of complaints as soon as possible (usually within two working days) and will seek to resolve complaints in a timely manner. Depending on the complexity of the complaint, CPS may need some time to gather enough information to fully understand the circumstances of the 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, Coatesville Primary School will consult and discuss any interim solutions to the dispute that can be put in place.

Please note that unreasonable conduct (e.g. vexatious complaints) may need to be managed differently to the procedures in this policy.

Resolution

Where appropriate, CPS 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; and/or
- other actions consistent with school values and Department policies that are intended to support the student, parent and school relationship, engagement, and participation in the school community.

In some circumstances, CPS may also ask 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 not satisfied that the complaint has been resolved by the school, or if the complaint is about the Principal and you do not want to raise it directly with them, then the complaint should be referred to the Department of Education.

CPS may also refer a complaint to the Department of Education.

For more information about the Department's parent complaints process, 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

CPS 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
- Discussed at parent information nights/sessions
- 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](#)

Review related school policies:

Child Safety Policy

Child Safety Code of Conduct

Bullying and Harassment Policy

Student Engagement and Wellbeing Policy

Inclusion and Diversity Policy

CPS Complaints and Concerns Process for Students

Evaluation

Policy last reviewed	April 2024
Consultation	Policy Subcommittee Community through Communicator School Council
Approved by	Principal
Next scheduled review date	2026 (mandatory review cycle is 2 years)

PROTECT

Everyone has the right to be safe and be protected from abuse.

No one should behave in a way that makes you feel unsafe or afraid, including anyone in your family, anyone at school or anywhere else in the community.

Tell a teacher or any adult at your school if you feel unsafe.



It's everyone's responsibility.

Adults at school must listen and respond to concerns about child abuse.

If you suspect abuse of any child or young person, you have a responsibility to report it, even if you are not sure.

Further information & resources

www.education.vic.gov.au/protect