



COMPLAINTS POLICY



Help for non-English speakers

If you need help to understand the information in this policy please contact Noble Park English Language School on 9546 9578.

PURPOSE

The purpose of this policy is to:

- provide an outline of the complaints process at Noble Park English Language School so that students, parents and members of the community are informed of how they can raise complaints or concerns about issues arising at our school
- ensure that all complaints and concerns regarding 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 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

POLICY

Noble Park English Language School 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.



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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 other's views and respect each other's 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 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

Noble Park English Language School acknowledges that issues or concerns can cause stress or worry for students and impact their wellbeing and learning. Noble Park English Language School encourages 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 classroom teacher, level coordinators, wellbeing staff, Education Support staff. This person will take concerns or complaints seriously and will explain steps taken to resolve the issue and provide support.

Students can also ask parents, carers or another trusted adult outside of the school to talk to the school about the issue. Information about parent/carers complaints and concerns process is outlined below.

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
- Reach out
- Headspace
- Kids Helpline (call 1800 55 1800)

Complaints and concerns process for parents, carers and community members

Noble Park English Language School 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 your child's teacher, Campus Coordinator, Assistant Principal or Principal. Where possible, school staff will work with you to ensure that your concerns are appropriately addressed.



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Where concerns cannot be resolved in this way, parents or community members may wish to make a formal complaint to the Principal or Assistant Principal, noting that formal complaints should be directed to a member of the school's leadership team.

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 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:** Noble Park English Language School 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, Noble Park English Language School 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, Noble Park English Language School will consult with you and discuss any interim solutions to the dispute that can be put in place.

Resolution

Where appropriate, Noble Park English Language School 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



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- 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, Noble Park English Language School 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 **Southern Eastern Victoria Region** by contacting the Dandenong Office:

Phone: 03 8765 5600

Fax: 03 8765 5784

Postal address: PO Box 5, Dandenong, Victoria 3175

Location: 165-169 Thomas Street, Dandenong, Victoria 3175

Noble Park English Language School may also refer a complaint to the **Southern Eastern Victoria Region** if we believe that we have done all we can to address the complaint.

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

Record keeping and other requirements

To meet Department and legal requirements, Noble Park English Language School keeps written records of:

- Serious, substantial or unusual complaints

Noble Park English Language School also 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 our school's website
- Included in our staff handbook
- Included in enrolment packs
- Discussed at parent information sessions



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FURTHER INFORMATION AND RESOURCES

The Department's Policy and Advisory Library (PAL): [Complaints - Parents](#)

POLICY REVIEW AND APPROVAL

Policy last reviewed	October 2022
Approved by	School Council 9/12/2022
Next scheduled review date	October 2024