



Managing Complaints & Grievances Policy

This policy is produced in the context of The College's commitment to quality programmes and student welfare. Accordingly, this policy should be seen as complementing and consistent with all other student policies developed and implemented by The College. In particular, this policy focuses on establishing mechanisms to address any complaints by students or parents. The College is committed to resolving complaints efficiently and ensuring that the outcomes are consistent, fair and just.

Processes and Practices:

The complaints and appeals process consists of a number of stages and may involve various members of staff, depending on the nature of the complaint or appeal.

It is imperative that strict confidentiality be maintained in all matters relating to a student complaint. Information shall be given only on a "need-to-know" basis and students, and parents where involved, must be made fully aware of the strict confidentiality which will be applied during all stages of the complaints process.

Students or parents should, in the first instance, approach relevant members of The College staff. Where the complaint is not resolved to the student's satisfaction or understanding, then an approach may be made to the member of staff responsible for oversight of the initial staff member approached. Details of the appropriate communication process for any concerns will be published in the student Record Book and **also, at least twice annually, in the Newsletter.**

Nature of complaint and initial action:

1. Where a complaint relates to the application or enrolment process, the approach should be made initially to the Registrar.
2. Where the complaint relates to assessment, reporting or other academic matter, the approach should be made to the subject teacher concerned or to the Head of Department.
3. Where the complaint relates to the quality of delivery, course content and/or teaching and learning practices, the approach should be to the Head of Department or the Deputy Principal Teaching and Learning.
4. Where the complaint relates to the behaviour and/or discipline or matters relating to other students, the approach should be made to the Mentor or Head of House of the affected student.
5. Where the complaint relates to sporting matters or teams, the approach should be made to the Director of Sport.
6. Where the complaint relates to VCE matters, the approach should be made to the Deputy Principal.
7. Where the complaint relates to co-curricular matters, the approach should be made to the member of staff in charge of the activity or event.
8. Where the complaint relates to Junior Campus matters, the approach should be made to the class teacher, the ELC director or the Head of Junior Campus.
9. Where the complaint relates to Years 7 – 9 matters, contact should be made with the Head of Middle Years.
10. Where the complaint relates to matters pertaining to Years 10-12, the approach should be made to the Head of Senior Years.



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11. Where the complaint relates to the boarding house, the approach should be made to the Director of Boarding.
12. Where the complaint relates to financial matters, the approach should be made to the Business Manager.
13. Where the complaint does not fall into any of the above categories, the approach should be made to the Deputy Principal Wellbeing.

Any staff member who becomes aware of a complaint is expected to convey the concern to the appropriate member of staff promptly for follow-up.

Process for complaints and appeals resolution:

1. Where the complaint or appeal is resolved to the student's or parent's satisfaction (or acceptance/understanding for the decision is reached), no further action other than noting the outcome in the appropriate file is required.
2. If the student or parent is not satisfied with the initial outcome, they should be referred to the initial staff member's overseer. If the situation is resolved at this stage, a note will be made in the appropriate file and a letter (or email) confirming the outcome will be sent home.
3. If the complaint is still not resolved, the matter will be referred to the Deputy Principal.
4. The final arbiter will be the Principal if the Deputy Principal Wellbeing is unable to resolve the matter.
5. Where a successful appeal relates to assessment, the student shall be given a fair opportunity for reassessment.

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