



COMPLAINTS POLICY



Help for non-English speakers

If you need help to understand the information in this policy, please contact Keysborough Secondary College.
Phone 03 9798 1877 Acacia Campus or 03 9546 4144 Banksia Campus or email at:
keysborough.sc@education.vic.gov.au.

PURPOSE

The purpose of this policy is to:

- provide an outline of the complaints process at Keysborough Secondary College 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 Keysborough Secondary College 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

[Fraud and Corruption Policy](#)

Criminal matters will be referred to Victorian Police

03 9546 4144 (Acacia Campus) or 03 9546 4144 (Banksia Campus)

Complaints and concerns relating to child abuse will be managed in accordance with our Child Safety Responding and Reporting Obligations Policy and Procedures

POLICY

Keysborough Secondary College 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.

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 Keysborough Secondary College.

When addressing a complaint, it is expected that all parties will:

- 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

complaint to the Campus Assistant Principal or to the College Principal, noting that formal complaints should always be directed to a member of the College

7
please see: [Raise a complaint or concern about your school](#).

Record keeping and other requirements

To meet Department and legal requirements, Keysborough Secondary College will keep written records of:

Serious, substantial or unusual complaints

Complaints relating to:

- o the Child Information Sharing Scheme and Family Violence Information Sharing Scheme
- o meet regulatory requirements - refer to Child and Family Violence Information Sharing Schemes for further information

Keysborough Secondary College 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 College community in the following ways:

Available publicly on school website

Included in staff induction processes

Included in our staff handbook

Included in transition and enrolment packs

Discussed at parent information nights/sessions

Included in student diaries so that it is easily accessible to parents, carers and students

Annual reference in school newsletter

Discussed at student forums and assemblies

Hard copy available from school administration upon request

FURTHER INFORMATION AND RESOURCES

This policy should be read in conjunction with these

[Complaints - Parents](#)

[Respectful Behaviours within the School Community](#)

[Respectful Workplaces](#)

[Parent Complaints](#)

[Work-Related Violence in Schools](#)

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[Raise a complaint or concern about your school](#)
[Report racism or religious discrimination in schools](#)

POLICY REVIEW AND APPROVAL

Policy last reviewed	March 2024
Responsibility for Policy Development	Accountabilities Assistant Principal
Consultation	March 2024 Student Representative Groups Principal Class Officers College Council
Approved by	College Principal and College Council
Next scheduled review date	December 2025