

Box Hill Senior Secondary College Parent Complaints Policy

College Statement:

- Box Hill Senior Secondary College is committed to treating everyone with dignity and respect and encourages good communication between parents and the college. Relationships with parents are important to us and thus we take complaints raised by parents seriously. A timely and professional response to parent complaints is an effective means of encouraging communication, building trust and resolving issues for the betterment of all concerned.

Aims:

- Concerns and complaints relating to the college will be most effectively addressed at the college level. We will make every effort to resolve a concern or complaint related to it before involving other levels of the Department.
- Box Hill Senior Secondary College aims to develop and implement a process by which parents can confidently raise concerns, in the knowledge that they will be listened to and their concerns will be professionally managed in a timely, confidential and appropriate manner.

Implementation:

- Parents making complaints should ascertain the facts as best they can and contact the college at their earliest convenience.
- The Parents Complaints policy will be detailed on our college website under the policies section.
- Parents with complaints can contact the college either by telephone (98900571), in person or in writing. Where the authenticity of the identity of the person making the complaint is in question, they may be asked to appear in person at the college.
- The Principal will determine whether or not an anonymous complaint will be investigated.
- Parents visiting the college to make a complaint are advised that it is unlikely that staff will be immediately available to investigate the complaint. However, details regarding the complaint can be taken by the office staff. Alternatively, office staff can make an appointment for the parent to meet with an appropriate person to discuss their concerns.
- The college would appreciate that when making complaint, parent behaviour is both courteous and respectful. Parents who are unreasonable, threatening or discourteous can expect their discussions with staff to be terminated until such time as an external mediator and an alternative discussion time is arranged by the college.
- The college will record the details of all complaints, including the name and contact details of the person(s) making the complaint. This will then be referred to the most appropriate person to investigate.
- The investigating staff member may conduct a preliminary investigation and/or communicate with the parent to discuss the matter further.
- If the scope of the investigation is beyond the capacity or jurisdiction of the college, the matter will be referred to the appropriate authority and the parent will be informed of the referral.

- Parents discussing complaints with staff may be accompanied by an advocate if they so wish.
- Any investigation conducted by the college will be done so in a timely, efficient and confidential manner, ensuring the principles of natural justice are applied. Parents will be provided with an anticipated time-frame for a resolution of their complaint within 48 hours of contacting the college.
- Following the investigation, a staff member will communicate with the parent to provide their findings and an appropriate course of action to be followed.
- If in the view of the parent the matter remains unresolved, they will be provided with details as to how they can refer the matter to the Department of Education's North Eastern Victoria regional office.
- Like the college, the Department takes any allegation of bullying very seriously and will not tolerate victimisation of a complainant or anyone associated with them.
- Where there is difficulty resolving the complaint at the college level either the college or the parent involved may seek to involve an external mediator to try to resolve the complaint.
- All records of parent complaints, subsequent investigations and outcomes will be filed in either the Principal's office or in the individual file of the student concerned.
- All staff will be made aware of our college's complaints handling procedures and will be supported with training on how to respond to and manage parent complaints.

This policy was last ratified by College Council on June 24, 2014.