



Parent/Carers Concerns and Complaints Policy and Procedures

Rationale

At Casterton Secondary College we believe parents are partners in the education of children. Regular two-way communication between parents/carers and school is essential in helping young people achieve their potential. Our school is committed to a complaints procedure that ensures anyone with parental responsibilities for a young person can raise a concern or complaint, with confidence that it will be heard and responded to within an appropriate and timely fashion.

Guiding Principles

Casterton Secondary College recognises the right of all students and staff to feel safe within the school environment. The school's approach to handling concerns and complaints is based on the Restorative Justice Principles that underpin the school's Student Engagement Policy; and our values of:

- Respect
- Accountability
- Persistence

All persons in the Casterton Secondary College community, including students, parents/carers, staff and volunteers have the right to be treated with respect and courtesy in accordance with the school values.

These procedures cover concerns and complaints about:

- General issues of student behaviour that are contrary to the school's code of conduct
- Incidents of bullying or harassment in the classroom or the school yard
- Learning programs, assessment and reporting of student learning
- Communication with parents
- School fees and payments
- General administrative issues
- Any other school-related matters except as detailed below.

These procedures do not cover matters for which there are existing rights of review or appeal, as detailed in the Victorian Government Schools Reference Guide.

Those matters include:

- Student discipline matters involving expulsions
- Complaints about employee conduct or performance and complaints that should be dealt with by performance management, grievance resolution or disciplinary action
- Complaints by the Department's employees related to their employment
- Student critical incident matters
- Other criminal matters.

The school expects a person raising a concern or complaint to:

- Do so promptly, as soon as possible after the issue occurs
- Provide complete and factual information about the concern or complaint
- Maintain and respect the privacy and confidentiality of all parties
- Acknowledge that a common goal is to achieve an outcome acceptable to all parties
- Act in good faith, and in a calm and courteous manner
- Show respect and understanding of each other's point of view and value difference, rather than judge and blame
- Recognise that all parties have rights and responsibilities which must be balanced.

The school will address any concerns and complaints received from parents:

- Courteously
- Efficiently
- Fairly
- Promptly, or within the timeline agreed with the person with the concern or complaint
- In accordance with due process, principles of natural justice and the Department's regulatory framework.

Casterton Secondary College: Parent/Carers Complaint Procedures

When you have a concern: Take time-out to reflect

Ask yourself:

- What happened?
- What were you thinking of at the time?
- What have you thought about since?
- Who has been affected by what happened? In what way?
- What do you need to do to make things right?

HOW DO YOU RESTORE THE RELATIONSHIP?

