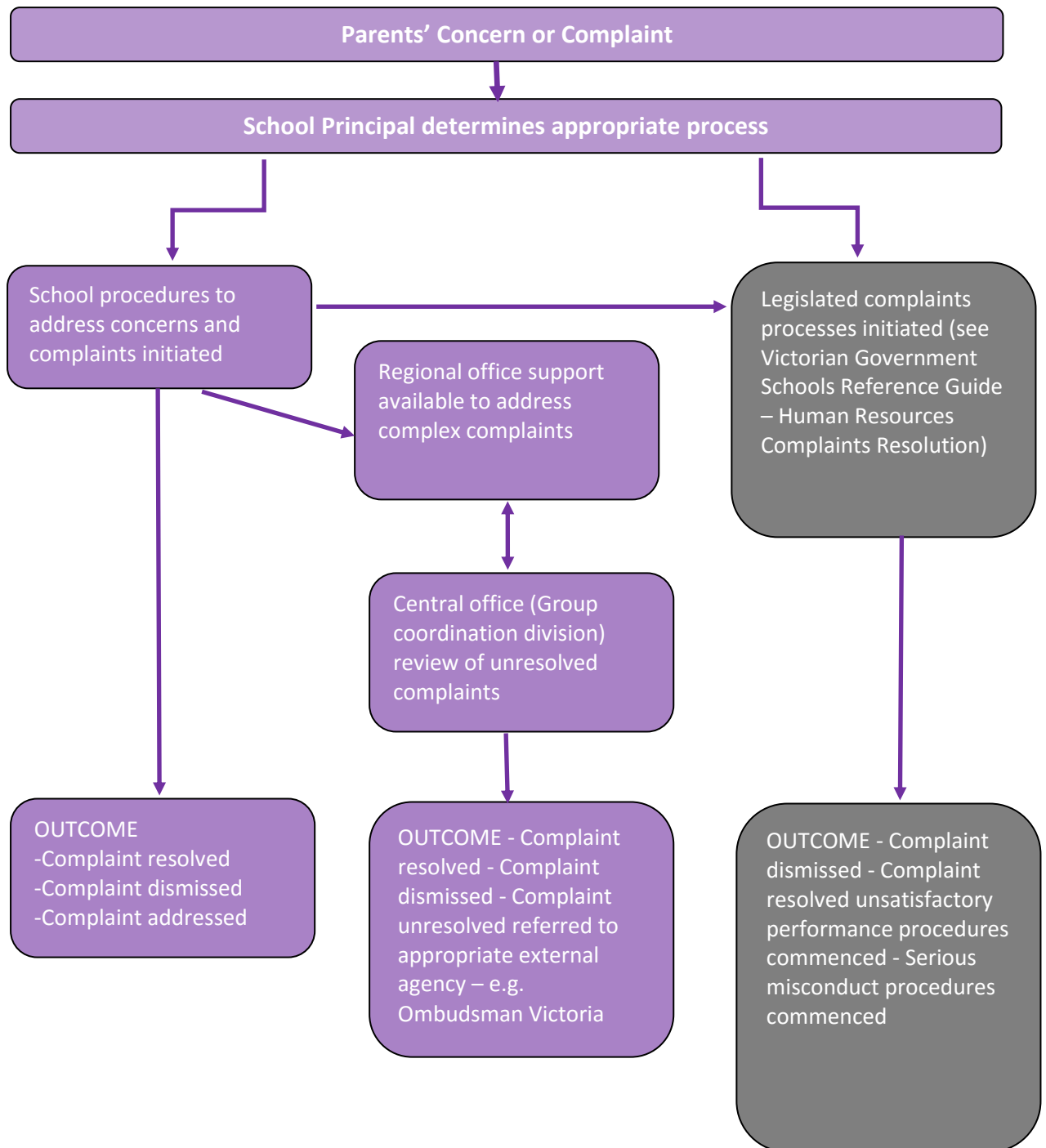


## PARENT COMPLAINT PROCEDURE



## **PARENT CONCERN OR COMPLAINT**

A parent can raise a concern or complaint about any aspect of a school's operations. In the first instance, they should take a concern or make a complaint to the school. Any complaint raised with the regional or central office that has not been raised at the school level will be referred to the school for resolution (unless there are special circumstances which prevent the school from managing the complaint).

## **SCHOOL PRINCIPAL DETERMINES APPROPRIATE COMPLAINT PROCEDURE**

Concerns and complaints relating to a school are most effectively addressed by the school. A school must make every effort to resolve a concern or complaint related to it before involving other levels of the Department.

After due consideration of the issues raised by the complainant a school principal is to determine the most appropriate way to address a concern or complaint, either by:

- using the school's general concerns and complaints procedures, or
- as outlined under legislated and other complaints procedures.

This procedure does not apply to matters where there are existing legislated rights of review or appeal. These matters must be managed in line with the procedures and processes detailed in the Victorian Government Schools Reference Guide and on the Department's Human Resources website.

These matters include:

- student expulsions See the Victorian Government Schools Reference Guide at: [http://www.education.vic.gov.au/management/governance/referenceguide/enviro/4\\_7.htm](http://www.education.vic.gov.au/management/governance/referenceguide/enviro/4_7.htm)
- complaints about staff that if upheld would constitute misconduct
- complaints by the Department's employees related to their employment
- complaints about an employee's conduct or performance grievance or action under Division 9A or Division 10 of the Education and Training Reform Act 2006
- student critical incident matters
- other criminal matters. See the Human Resources website at: [www.eduweb.vic.gov.au/hrweb/workm\\_perform/conduct.htm](http://www.eduweb.vic.gov.au/hrweb/workm_perform/conduct.htm)