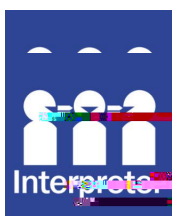


# Complaints Policy

## Summary

Table 1 Document details

Publication date	June 2022
Review date	June2024
Related legislation/applicable section of legislation	
Related policies, procedures, guidelines, standards, frameworks	The Department's Policy and Advisory Library (PAL) <a href="#">Complaints Parents</a> RSC College Values
Approved by	SchoolCouncil
Approval date	
Version	3.0



Help for nonEnglish speakers

If you need help to understand the information in this policy please contact the school on 9755 4555.

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- other actions consistent with school values that are intended to support the student, parent and school relationship, engagement, and participation in the school community.

In some circumstances, Rowville Secondary College may also ask you to attend a meeting with an independent third party, or participate in a mediation with an accredited mediator to assist in the resolution of the dispute.

Details of the successful resolution of a complaint will be noted with the documentation associated with the complaint and be stored securely

#### Escalation

If a parent or community member is not satisfied that their complaint has been resolved by the school, or if their complaint is about the Principal, then the complaint should be referred to the North Eastern Region by contacting 1300 333 231.

Rowville Secondary College may also refer a complaint to North Eastern Region if we believe that we have done all we can to address the complaint but the complainant justifiably views the outcomes as unsatisfactory

For more information about the Department's *Parent Complaints* policy, including the role of the Regional Office, please see: [Raise a complaint or concern about your school](#).

#### Record keeping and other requirements

To meet Department and legal requirements, our school must keep written records of:

- Serious, substantial or unusual complaints
- Complaints relating to the Child Information Sharing Scheme and Family Violence Information Sharing Scheme, to meet regulatory requirements for Child and Family Violence Information Sharing Schemes for further information

Our school also follows Department policy to ensure that record keeping, reporting, privacy and employment law obligations are met when responding to complaints or concerns.

#### 4. Communication

This policy will be communicated to our school community in the following ways:

- Available publicly on school website
- Included in staff induction processes
- Available on Compass for the College community
- Hard copy available from school administration upon request

#### 5. Monitoring, evaluation and review