

Complaints Resolution Policy



Rationale

Glen Waverley Secondary College (GWSC) encourages all members of the school community to attempt to resolve complaints and concerns through the school. Complaints procedures exist to provide an avenue to address unacceptable behaviour. Complaints procedures are designed to explain what to do if you believe you have been discriminated against, harassed, sexually harassed, bullied, vilified, or victimised and your complaint is about your education, or employment at GWSC, or goods, services or sport provided by GWSC. This policy should be read in conjunction with *Ministerial Order No. 870- Child Safe Standards*, and the college's *Statement of Commitment to Child Safety*.

Aims:

All complaints will be treated confidentially, fairly and consistently, and resolved as speedily as possible. Any member of the school community who raises an issue of discrimination, harassment, bullying, or vilification in good faith will not be victimised or otherwise unfairly treated or disadvantaged. All complaints will be taken seriously, investigated and acted upon as quickly as possible.

Every student and staff member at GWSC should feel welcome, supported and emotionally and physically secure at school. The wellbeing of all students and staff is a priority for GWSC. We understand that you cannot achieve your potential if someone is treating you unfairly, discriminating against you, vilifying, harassing, or victimising you.

If you are a member of staff:

Please refer to the Department's *Guidelines for Managing Complaints, Unsatisfactory Performance and Misconduct* guidelines.

If you are a parents or guardian:

Please refer to DET's *Parent Complaints* guidelines.

If you are a student

You have the right to be part of a safe and inclusive school that is free of discrimination, harassment, sexual harassment, bullying, vilification and victimisation. This includes treating you unfairly, excluding you or making you feel bad because of your:

- sex
- race
- sexual orientation
- physical features
- religious belief or activity career status disability/impairment gender identity

- lawful sexual activity
- political belief or activity
- pregnancy
- personal association with someone who has, or is assumed to have, one of these personal characteristics.

If you believe someone is discriminating, harassing, bullying, vilifying or victimising you and it is safe for you to do so, tell the other person to stop their behaviour. Let them know that their behaviour offends you. They may not realise this.

If the behaviour doesn't stop or you are not sure what to do, report it to a trusted adult, such as a teacher, the House Leader, Sub-School Directors, Principal or the Student Welfare Coordinator. Remember, you are not alone. If you have a problem or complaint, talking to someone, especially your parents or guardians can help.

GWSC will treat all reports of misconduct fairly, confidentially and quickly. Only people directly involved in the issue or complaint will be told about it. Each complaint will be investigated to work out whether it is more likely the behaviour happened than not and, if so, how serious it is. Appropriate action to resolve the problem will be taken.

The principal (or someone else they appoint) has responsibility for investigating complaints of discrimination, harassment, bullying, vilification and victimisation.

Consequences for Students:

If proven, the consequences of such behaviour may include counseling, the removal of privileges; a parental interview, detention, suspension or expulsion. GWSC will arrange counseling and support, where appropriate or where requested, for any student who has experienced bullying or harassment. Counseling may also be provided for a person who has bullied or harassed another. The school may also need to discuss the incident with parents.

GWSC will monitor how the complaint was resolved and the wellbeing of those involved. Further action will be taken if the problem behaviour continues.

GWSC encourages all members of the school community to attempt to resolve complaints and concerns through the school if possible. It is also your right to seek help from outside the school. For example, you can contact the Department's regional office, the Ombudsman or the Victorian Equal Opportunity and Human Rights Commission (VEOHRC) for information or advice, or to make a complaint.

Right to appeal/review

If you are unhappy with the decision about your complaint, you may seek a review of the decision in accordance with departmental procedures.

Who and What this Policy covers

This policy covers the whole school community, including staff, students, parents, school council members, contractors and volunteers.

This policy applies to:

- Education (teaching and learning, enrolment, student management, student services, curriculum development and delivery)
- The provision of goods and services (extracurricular activities, camps, parent-teacher interviews, access to facilities)
- School sport
- Employment at the school.

References:

http://www.education.vic.gov.au/hrweb/Documents/Complaints_Misconduct_and_Unsatisfactory-Performance_VPS.pdf

<http://www.education.vic.gov.au/school/principals/spag/community/Pages/parentcomplaints.aspx>

Review

- This Statement will be reviewed every three years.
- This Statement was re-ratified in February 2018.
- Next review in February 2021.