Please contact the Office on 03 5570 1247 to contact relevant staff. If you are not sure who to contact, please contact the Principal on 03 5570 1247.

Please use the above process for initiating contact with the correct staff to handle your concern or complaint, it is not appropriate to approach staff regarding concerns when they are not at school.

You may use an advocate if you feel that you are unable to express your concern clearly.

The school will make every effort to resolve concerns and complaints before involving other levels of the Department. Sometimes it may be easily resolved with a telephone call. At other times issues may need Departmental advice. In all cases you will be kept informed of the progress of the investigation of the concern or complaint.

A full copy of the Raising Concerns and Complaints Policy is available from our website.
Raising Concerns and Complaints

Aims:
The College’s approach to handling concerns and complaints is based on our values of:
- Providing a safe and supportive learning environment.
- Building relationships between students, parents and staff.
- Providing a safe working environment for staff.

Implementation:
The following 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.

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. This includes:
- 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 department employees related to their employment.
- Student critical incident matters.
- Other criminal matters.

The College expects that 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 acceptable outcome to all parties.
- Act in good faith and in a calm and courteous manner.
- Show respect and understanding of each other 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 from parents courteously, efficiently, fairly and promptly.

Process for raising a concern or making a complaint:
The complainant should telephone, visit or write to:
- The Principal about issues relating to staff, complex student issues, learning issues or incidents that occur during school time, school policy and school management.
- The Leading Teachers for general issues such as homework and day to day clarification about what is happening in the classroom.