

**COMPLAINTS MANAGEMENT POLICY
 AND PROCEDURES**

RATIONALE

Darul Ulum College of Victoria acknowledges that parents/guardians and the wider school community have a right to raise concerns and complaints that they may have. The School's approach to handling concerns and complaints is based on a commitment to:

- provide a safe and supportive learning environment for students
- build positive relationships between students, parents, staff and the wider community
- provide a safe working environment for staff

This policy and its associated procedures are to ensure that concerns and complaints are dealt with in a fair and transparent way. Concerns and complaints will be handled responsibly, openly and in a timely manner, with the aim of resolving the matter to the satisfaction of all parties.

POLICY STATEMENT

This policy and its associated procedures cover concerns and complaints about:

- general issues of student behaviour that are contrary to the College's code of conduct
- incidents of bullying or harassment in the classroom or the school yard
- learning programs, assessment and reporting of student learning
- school procedures
- communication with parents
- school fees and payments
- general administrative issues
- general staff conduct

IMPLEMENTATION

1. Parents should follow the processes as outlined in this Policy.
2. Parents should not contact other parents or students about their concerns or complaints as the College will deal with them following due process.
3. Parents are to fill in the Compliant Form and submit it to the office.
4. The Complaint Form can be obtained from the Reception and must be lodged at the Reception in a sealed envelope addressed to the Principal.
5. Complainants can seek support in cases where they feel they are unable to express their concerns clearly.
6. Upon receiving formal complaint(s), the Principal will determine appropriate course of action.
7. All complaints will be noted and acted upon promptly by the Principal or the delegate who will pursue the matter. In cases where the matter requires investigation, the task will be assigned to an impartial person determined by the Principal.
8. The College will acknowledge all complaints made in writing and will provide the complainant with a tentative timeline for investigating the complaint.
9. The College will make every attempt to resolve a concern or complaint promptly. However, if a complaint is a complex issue, the College may require more time to investigate and resolve the issue.
10. If the concerned complainant is not satisfied with the outcome, they may further pursue the issue with the Principal.
11. The Principal will review the investigation process, the complainant's objections and issue a final resolution.



12. All concerned parties will be informed of the final outcome in writing.
13. The incident will be documented in the College's Complaints Register which is retained by the Principal.
14. If the outcome is not to the satisfaction of the complainant, the complainant may refer the matter to the College's Management Committee in writing.
15. The College will brief all members of staff about its procedures to address concerns and complaints
16. The College will provide staff with access to training and support appropriate to their responsibilities as per the policy requirements.
17. The College will ensure that staff who is assigned the investigation task demonstrates the personal attributes outlined in the Good Practice Guide: Ombudsman Victoria's guide to complaint handling for Victorian public sector agencies.
18. The College management will regularly review its policies and procedures to effectively address parent concerns and complaints as part of its cyclic policy and procedures review schedule.

RAISING A CONCERN OR COMPLAINT

Issue / Concern /Complaint	Who to contact / First POC	How
Classroom activities, class curriculum and bullying	Form Teacher / Class Teacher	Telephone (03) 9355 6800 Email
Complex student issues, student welfare, school curriculum and a staff member	Principal / Head of School	Telephone (03) 9355 6800 In writing, email or mail
School policy and school management	Principal	Telephone (03) 9355 6800
School fees and payments and other general inquiries	Office Staff	Telephone (03) 9355 6800 or in person

Abdurrahman Gokler
Principal

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Contact details

Please direct all enquiries to
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