

**COMPLAINTS MANAGEMENT POLICY  
 AND PROCEDURES**

**RATIONALE**

Darul Ulum College of Victoria acknowledges that parents/guardians, school staff and the wider school community have a right to raise concerns and grievances which they may have. The College's approach in 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, professionally and in a timely manner. The College's administration reassures all complainants that it will endeavour to handle complaints in a fair and just manner and that the complainant will not be adversely affected in any way or form for simply lodging a complaint.

**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, harassment and/or any form of abuse within the school environment\*
- learning programs, assessment and reporting of student learning
- school procedures
- communication with parents
- school fees and payments

- general administrative issues
- staff conduct

\* The school environment is defined as: Any physical or virtual place made available or authorized by the school administration for use by a child during or outside school hours, including:

- a) school grounds;
- b) online school environments (including email and intranet systems); and
- c) other locations provided by the school for a child's use (including, without limitation, locations used for school camps, sporting events, excursions, competitions, and other events.

**IMPLEMENTATION**

Raising a concern or complaint:

1. All complainants must follow the processes as outlined in this Policy.
2. Complainants should not contact other parents, staff members or students about their concerns or complaints as the College will deal with them following due process.
3. Complainants are to fill in the Compliant Form and submit it to the reception
4. The Complaint Form can be obtained from the reception or the College's website 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 the 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 usually be assigned to one of the Heads of School or an appropriate staff member 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 extended 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 not pursue verbal complaints expressed by the complainant or a third party.
  16. The College will brief all members of staff about its procedures to address concerns and complaints
  17. The College will provide staff with access to training and support appropriate to their responsibilities as per the policy requirements.
  18. The College will ensure that the staff member 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.
  19. The College's management will regularly review its policy and procedures to effectively address all concerns and complaints as part of its cyclic policy and procedures review schedule. Situations that arise and are not covered by the policy will render an immediate review of the policy.
  20. All complaints will be filed in a Complaint Register which will be retained by the Principal and made accessible to the College's governing authority in order to be satisfied about the appropriateness of the school's arrangements that would regulate or guide the management who make such decisions for or on behalf of the school about child safety matters and child-connected work.
  21. In cases where the complainant is unsatisfied with the outcome of a given resolution, the complainant may ultimately access alternative regulatory bodies such as Victorian Registration and Qualification Authority (VQRA), Victorian Equal Opportunity and Human Rights Commission, Victorian Institute of Teaching (VIT) and the Department of Education and Training.



Issue / Concern /Complaint	Who to contact / First POC	How
Classroom activities Class Curriculum Bullying	Form Teacher / Class Teacher	- Telephone (03) 9355 6800 - Email
Complex student issues, Student welfare, School Curriculum, Staff Member	Principal, Heads of School, Student Well-being Coordinators	- Telephone (03) 9355 6800 - Email or mail
School Policies / School Management	Principal	- Telephone (03) 9355 6800 - Email or mail
School Fees and Payments / General Inquiries	Office Staff	Telephone (03) 9355 6800 or in person by visiting the reception

**Abdurrahman Gokler**

Principal

Reviewed: Term 1, 2019

Next Review: Term 1, 2021

**Contact details**

Please direct all enquiries to  
Abdurrahman Gokler – Principal  
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