

# MOOROOLBARK GRAMMAR

## Complaints & Grievances Policy



### Help for non-English speakers

If you need help to understand the information in this policy, please contact the school office.

**Phone:** 03 9727 3032

**Email:** [admissions@mooroolbarkgrammar.vic.edu.au](mailto:admissions@mooroolbarkgrammar.vic.edu.au)

## PURPOSE

From time-to-time unforeseen issues may arise and we believe the best way to deal with them is when the issue first arises and with good communication.

Mooroolbark Grammar aims to ensure parents and staff, feel comfortable to express any concerns, problems or issues that may arise. It is our aim to be approachable, supportive and professional in our interactions and dealings with both families and staff.

We encourage families to inform the Principal as soon as possible of any concerns with our School, our educators and our general operations.

We welcome feedback, as the ongoing high standards of Mooroolbark Grammar depend on reflection which is best achieved through information gathered from families.

We encourage families to make an appointment with any of our educators or the Principal to discuss any concerns and we will endeavour to resolve these concerns or issues. Mooroolbark Grammar has an obligation to deal with issues in a positive, constructive and professional manner. It is expected that families also deal with any concerns in a positive and constructive manner when speaking with educators or staff.

## Things to consider before you make a complaint

Before you approach the Educators or Management you should:

- Be clear about the topic or issue you want to discuss
- Write down your complaint – this can be a useful way to put all the information together and clarify your concerns.
- Focus on the things that are genuinely affecting your child
- Always remain calm and remember you may not have all the facts relating to the circumstances of the topic or issue you wish to discuss
- Think about what an acceptable outcome for you and your child would be
- Be informed; check the Act, Regulations and the School's Policies and Procedures, where relevant

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### Procedures:

- Approach the Educators: Talk to the educators about your child or any concerns you have about your child's education. Work together to come up with a viable solution. There may need to be a follow up meeting to ensure a satisfactory outcome has been achieved.
- If you don't feel your complaint has been satisfactorily handled by your educators or it is not a complaint relevant for your child's educator, you can then follow the next step
- Approach the Principal: via email, phone or face to face.
- Talk to the Principal about your child or any concerns you have about your child's education. Work together to come up with a viable solution. There may need to be a follow up meeting to ensure a satisfactory outcome has been achieved.
- If you don't feel your complaint has been satisfactorily handled by the Principal you can then approach the Chairperson of the Board, via email or phone.
- Talk to the Chairperson about your complaint or concerns. Work together to come up with a viable solution. There may need to be a follow up meeting to ensure a satisfactory outcome has been achieved.
- Complaints from any person can also be made directly to the Regulatory Authority

All notifications to the Department or VRQA are treated confidentially. Your identity cannot be disclosed unless you give written consent or a court grants leave for this to occur. If you provide your name and contact details when you make a complaint, the Department will provide you with details of the outcome of their investigation.

VRQA – Victoria Registration & Qualifications Authority Website –

<https://www.vrqa.vic.gov.au/complaints/Pages/making-a-complaint.aspx>

Phone – 03 9637 2806

### Procedural Fairness

MG's School Policy regarding procedural fairness is based on its ethos of fairness and openness and ensures that students, their families and the school's staff have:

- The right of the person to know the allegation or allegations being made against them
- The right of each party to be heard with respect to the allegations
- The right of each party to be treated fairly
- The right of the employee to have a support person present during meetings
- The right of each party to a decision maker who acts fairly and in good faith

### What happens when you make a formal complaint?

- Your complaint will be acknowledged in writing, outlining an understanding of what the complaint is, how the service anticipates handling the complaint and the time frame in which you should expect a follow up, progress report or resolution, depending on the nature of the complaint
- We aim to handle all complaints in a timely, professional, positive and constructive manner.

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Information sourced from:  
Victorian Registration & Qualifications Authority

### POLICY REVIEW AND APPROVAL

This policy will be reviewed annually, or earlier as required following any changes in regulations or requirements.

Policy last reviewed	January 2024
Approved by	Principal
Consultation (Recommended)	School staff/School Governing Board
Next scheduled review date	January 2025