

be focused on resolution of the complaint, with the interests of the student involved at the centre

act in good faith and cooperation

behave with respect and courtesy

respect the privacy and confidentiality of those involved, as appropriate

operate within and seek reasonable resolutions that comply with any applicable legislation and Department policy.

recognise that schools and the Department may be subject to legal constraints on their ability

be informed by checking the policies and guidelines set by the Department and Peninsula Specialist College (see "Further Information and Resources" section below).

You are welcome to have a support person to assist you in raising a complaint or concern with our school. Please advise us if you wish to have a support person to assist you, and provide their name, contact details, and their relationship to you.

Peninsula Specialist College is always happy to discuss with parents/carers and community members any concerns that they may have. Concerns in the first instance should be directed to child's teacher or the relevant leading teacher. Where possible, school staff will work with you to ensure that your concerns are appropriately addressed.

Where concerns cannot be resolved in this way, parents or community members may wish to make a formal complaint to the Principal or Assistant Principal.

If you would like to make a formal complaint, in most cases, depending on the nature of the complaint raised, our school will first seek to understand the issues and will then convene a resolution meeting with the aim of resolving the complaint together. The following process will apply:

Please either email, telephone or arrange a meeting through the front office with the Assistant Principal or Principal, to outline your complaint so that we can fully understand what the issues are. We can discuss your complaint in a way that is convenient for

Please note that unreasonable conduct (e.g. vexatious complaints) may need to be managed differently to the procedures in this policy.

Where appropriate, Peninsula Specialist College may seek to resolve a complaint by:

- an apology or expression of regret
- a change of decision
- a change of policy, procedure or practice
- offering the opportunity for student counselling or other support
- other actions consistent with school values that are intended to support the student, parent and school relationship, engagement, and participation in the school community.

In some circumstances, Peninsula Specialist College may also ask you to attend a meeting with an independent third party, or participate in a mediation with an accredited mediator to assist in the resolution of the dispute.

If you are not satisfied that your complaint has been resolved by the school, or if your complaint is about the Principal and you do not want to raise it directly with them, then the complaint should be referred to the Southeast Victoria Region by contacting the School Education Improvement Leader.

Peninsula Specialist College may also refer a complaint to the Southeast Victoria Region if we believe that we have done all we can to address the complaint.

For more information about the Department's parent complaints process, including the role of the Regional Office, please see: [Raise a complaint or concern about your school.](#)

To meet Department and legal requirements, our school must keep written records of:

- Serious, substantial or unusual complaints
- Complaints relating to the Child Information Sharing Scheme and Family Violence Information Sharing Scheme, to meet regulatory requirements - refer to Child and Family Violence Information Sharing Schemes for further information

Our school also follows Department policy to ensure that record-keeping, reporting, privacy and employment law obligations are met when responding to complaints or concerns.

This policy will be communicated to our school community in the following ways:

- Available publicly on school website
- Included in staff induction processes
- Included in our staff handbook/manual
- Annual reference in school newsletter

Hard copy available from school administration upon request

The Department's Policy and Advisory Library (PAL):

[Complaints - Parents](#)

The Department's parents' website:

[Raise a complaint or concern about your school](#)

[Report racism or religious discrimination in schools](#)

Policy last reviewed	07/07/2023
Consultation	School Council
Approved by	Trevor Hodsdon Principal