



## Help for non-English speakers

If you need help to understand the information in this policy, please contact McClelland College

## PURPOSE

The purpose of this policy is to:

- provide an outline of the complaints process at McClelland College so that students, parents, carers and members of the community are informed of how they can raise complaints or concerns about issues arising at our school
- ensure that all complaints and concerns regarding McClelland College are managed in a timely, effective, fair and respectful manner.

## SCOPE

This policy relates to complaints brought by students, parents, carers, or members of our school community and applies to all matters relating to our school.

In some limited instances, we may need to refer a complainant to another policy or area if there are different processes in place to manage the issue including:

- Complaints and concerns relating to fraud and corruption will be managed in accordance with the department's [Fraud and Corruption Policy](#)
- Criminal matters will be referred to Victorian Police
- Legal claims will be referred to the Department's Legal Division
- Complaints and concerns relating to child abuse will be managed in accordance with our Child Safety Responding and Reporting Obligations Policy and Procedures  
[https://www.mcclellandcollege.vic.edu.au/images/2022\\_PDF\\_Policies/NovUpdate/Child\\_Safety\\_Responding\\_Reporting\\_Obligations\\_Policy.pdf](https://www.mcclellandcollege.vic.edu.au/images/2022_PDF_Policies/NovUpdate/Child_Safety_Responding_Reporting_Obligations_Policy.pdf)

## Informal carers

McClelland College understands that there may be families in our school community where students are being cared for by a relative or other adult, rather than their parents. In these circumstances, in order to allow these carers to work with McClelland College and make decisions about the student's education, we may ask carers to complete an Informal Carer Statutory Declaration Form. This is a written statement that sets out the care arrangements for the child. Generally, an informal carer who has provided the school with a completed Informal Carer Statutory Declaration may make school-based decisions for the student and may access school information ordinarily provided to a parent.

## POLICY

McClelland College welcomes feedback, both positive and negative, and is committed to continuous improvement. We value open communication with our families and are committed to understanding complaints and addressing them

appropriately. We recognise that the complaints process provides an important opportunity for reflection and learning.

We value and encourage open and positive relationships with our school community. We understand that it is in the best interests of students for there to be a trusting relationship between families and our school.

When addressing a complaint, it is expected that **all parties** will:

- actively listen to one another, be considerate of each other's views, and respect each other's role
- be student focussed
- be resolution focused and attempt to preserve working relationships
- act co-operatively and in good faith
- behave with respect and courtesy
- be inclusive, considerate, and respect the cultural safety of all people, including Aboriginal people, and the human rights of all parties including but not limited to disability, age, race, religion, gender identity, sexual orientation, and marital status
- consider communication needs and preferences
- ensure that complainants and students related to complainants are not victimised for making a complaint or asserting their rights
- respect the privacy and confidentiality of those involved unless permitted or required to share information by law
- operate within and seek reasonable resolutions that comply with all applicable legislation and department policies.

### Complaints and concerns process for students

McClelland College acknowledges that issues or concerns can cause stress or worry for students and impact their wellbeing and learning. McClelland College encourages our students to raise issues or concerns as they arise so that we can work together to resolve them.

Students with a concern or complaint can raise them with a trusted adult at school, for example, with your Year Level Leaders, Wellbeing Coordinator or a teacher or Educational Support staff member you feel most comfortable with. This person will take your concern or complaint seriously and will explain to you what steps we can take to try to resolve the issue and support you.

You can also ask your parent, carer or another trusted adult outside of the school, to talk to us about the issue instead. Information about our parent/carer complaints and concerns process is outlined further below. The parent/carer process also applies to students who are mature minors, refer to: [Mature Minors and Decision Making](#).

Other ways you can raise a concern or complaint with us include:

- talking to a member of the student representative council about your concern and any suggestions you have for resolving it
- sending an email to the college email address: [mcclelland.sc@education.vic.gov.au](mailto:mcclelland.sc@education.vic.gov.au) or directly to a staff member you are comfortable with.

Further information and resources to support students to raise issues or concerns are available at:

- [Report Racism Hotline](#) (call 1800 722 476) – this hotline enables students to report concerns relating to racism or religious discrimination
- [Reach Out](#)
- [Headspace](#)
- [Kids Helpline](#) (call 1800 55 1800)
- [Victorian Aboriginal Education Association](#) (VAEI)

## Complaints and concerns process for parents, carers and community members

### Preparation for raising a concern or complaint

McClelland College encourages parents, carers or members of the community who may wish to submit a complaint to:

- carefully consider the issues you would like to discuss
- remember you may not have all the facts relating to the issues that you want to raise
- think about how the matter could be resolved
- be informed by checking the policies and guidelines set by the Department and McClelland College (see “Further Information and Resources” section below).

### Support person

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 and their relationship to you.

### Raising a concern

McClelland 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 your child’s teacher, Year Level Leaders, or Assistant Principal. Where possible, school staff will work with you to ensure that your concerns are appropriately addressed.

### Making a complaint

Where concerns cannot be resolved in this way, parents, carers 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:

1. **Complaint received:** 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 you, whether in writing, in person or over the phone.
2. **Timelines:** McClelland College will acknowledge receipt of your complaint within 2 school days, and will seek to resolve complaints within 15 school days. Depending on the complexity of the complaint, some complaints may take more than 15 school days. We will endeavour to complete any necessary information gathering and hold a resolution meeting where appropriate within 10 working days of the complaint being raised. In situations where further time is required, McClelland College will consult with you and discuss any interim solutions to the dispute that can be put in place.
3. **Information gathering:** Depending on the issues raised in the complaint, the Principal, Assistant Principal or nominee may need to gather further information to properly understand the situation. This process may also involve speaking to school and regional staff to obtain details about the situation or the concerns raised. In some instances, the leadership team may reach out to subject matter experts for expert advice. The school may also reach out to the complainant for further information or to clarify concerns.

- 4. Response:** Where possible, a resolution meeting will be arranged with the [Assistant Principal/Principal] to discuss the complaint with the objective of reaching a resolution satisfactory to all parties. If after the resolution meeting we are unable to resolve the complaint together, we will work with you to produce a written summary of the complaint in the event you would like to take further action about it. In some circumstances, the Principal may determine that a resolution meeting would not be appropriate. In this situation, a response to the complaint will be provided in writing.
- In some instances, the school in consultation with the region may suggest mediation, conciliation or other alternative methods of resolving the complaint based on the complexity and urgency of issues raised in the complaint.

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

## Resolution

Where appropriate, McClelland 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, McClelland 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.

In some instances, the resolution may include actions that must be taken by both the school and the complainant.

## Escalation

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, you may contact the department by phone on [1800 338 663](tel:1800338663), via the [Enquiries form](#) or by email at [enquiries@education.vic.gov.au](mailto:enquiries@education.vic.gov.au).

More information is available at [Make a complaint about your school](#).

McClelland College may also refer a complaint to South East 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: [Make a complaint about your school](#)

## Review of complaints

McClelland College will consider whether complaints relating to child safety identify any causes or systemic child safety risks, and take steps to address those risks and continuously improve our child safety practices.

## Record keeping and other requirements

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.

## COMMUNICATION

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

## FURTHER INFORMATION AND RESOURCES

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

[Complaint resolution](#)

The Department's parents' website:

[Make a complaint about your school](#)

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

[Report sexual abuse if you're a current or former student](#)

[Statement of Values and School Philosophy](#)

### Decision-making and parental responsibility

Parental responsibility is defined as all of the duties, powers, responsibilities and authority, which, by law, parents have in relation to their children. Each parent of a child under 18 years of age has parental responsibility for his or her child unless this responsibility is varied by a court order or parenting plan.

When a decision relates to a major long-term issue for a student, McClelland College will generally seek to approach both parents, or those who have parental responsibility, in relation to that decision (where those parents are known to and are in contact with the school).

For day-to-day decisions, McClelland College will generally approach the person with whom the student is living with or residing with on that day.

Parents can find more guidance on how the school will manage decision making for students in the Department's policy on 'Decision Making Responsibilities for Students'.

### Family Law Act Orders and Care Arrangements

Parents are responsible for providing McClelland College with up-to-date information and documentation relating to:

- Family Law Act Orders
- parenting plans
- informal arrangements that are in place in respect of students our school

It is not the responsibility of school staff to monitor or to enforce Family Law Act Orders (or other parenting or care arrangements) for students.

### **Intervention Orders**

McClelland College understands that some families may have Family Violence Intervention Orders in place.

Parents are responsible for providing McClelland College with up to date information and documentation relating to Intervention Orders and should contact the relevant year level leader to discuss how staff can best support students in these circumstances. Should your Intervention Order be changed or varied, it is important that you inform the year level leader and provide any updated documentation.

Department policy states that breaches of Intervention Orders should be reported to Victoria Police.

### **Enrolment and transfer**

If parents who have equal shared parental responsibility disagree on the decision to enrol a student, McClelland College may:

- defer admission and request that parents resolve their dispute and reach an agreement, or
- if failure to enrol the child or young person is likely to have an adverse effect on their education and wellbeing, McClelland College may conditionally enrol the student and encourage the parents to resolve their dispute and reach agreement.

### **Collection**

McClelland College understands that Family Law Act Orders or parenting plans will often include arrangements about which parent is to spend time with the children, and when.

Generally, providing that both parents have shared parental responsibility, parents can collect their children from school. Whilst McClelland College encourages parents to abide by Family Law Act Orders, school staff are not responsible for enforcing them.

If a dispute between parents over the collection of a student happens at McClelland College, generally, we will:

- encourage the parents to resolve their dispute away from school
- encourage to parents to ensure the child's attendance at school is not compromised as a result of the dispute over collection
- where appropriate, move the student to a safe place away from the dispute
- ask the disputing parties to leave the school grounds if the dispute is causing disruption or concern to the child or any other members of the school community
- if the dispute cannot be resolved, McClelland College may contact Victoria Police and/or Child Protection.

### **Requests for information**

Parents are generally entitled to information ordinarily provided to parents, including school reports and newsletters.

Parents seeking information that is not ordinarily provided to parents are encouraged to apply for access through the Freedom of Information process, or, if the information is sought for use in court proceedings, by issuing a subpoena.

Freedom of Information requests should be directed to:  
Manager – Freedom of Information Unit  
Department of Education and Training  
2 Treasury Place  
EAST MELBOURNE VIC 3002  
03 9637 3134  
[foi@education.vic.gov.au](mailto:foi@education.vic.gov.au)

### Managing disputes

Whenever faced with a dispute between persons who are responsible for decision-making in relation to a child, staff at McClelland College will seek to:

- avoid becoming involved
- avoid attempting to determine the dispute
- act neutrally and not adopt sides
- act in the best interests of the student involved
- act in the best interests of the school community

McClelland College encourages parents and carers to seek the assistance of the Family Relationship Centre or obtain independent legal advice if they are unable to reach an agreement about important decisions.

### POLICY REVIEW AND APPROVAL

Policy last reviewed	25/6/2025
Consultation	Staff, students, parents consulted via COG newsletter
Approved by	Principal
Next scheduled review date	25/5/2027