

Moonee Ponds West Primary School



Complaints and Concerns Policy



Help for non-English speakers

If you need help to understand the information in this policy, please contact MPWPS reception on 9370 6875 or email: moonee.ponds.west.ps@education.vic.gov.au

PURPOSE

The purpose of this policy is to:

- provide an outline of the complaints process at Moonee Ponds West Primary School so that students, parents 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 Moonee Ponds West Primary School 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 found on our school website: <https://www.mooneewestps.vic.edu.au/page/241/Policies-and-Forms>

POLICY

Moonee Ponds West Primary School 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

Moonee Ponds West Primary School acknowledges that issues or concerns can cause stress or worry for students and impact their wellbeing and learning. Our school encourages 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 their classroom teacher, year level team leader, Education Support staff, Assistant Principal, Principal or another trusted adult in the school. This person will take the concern or complaint seriously and will explain what steps can be taken to try to resolve the issue and offer support.

Students can also ask their parents, carers or another trusted adult outside of the school, to talk to the school 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 students can raise a concern or complaint with the school include:

- talking to a member of the Junior School Council about the concern and any suggestions for resolving it
- participating in our Attitudes to School Survey (for Grades 4-6)
- participating in student forums and/or class meetings
- writing a note or letter to a trusted adult

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

Moonee Ponds West Primary School 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 Moonee Ponds West Primary School (see “Further Information and Resources” section below).

Support person

Anyone is welcome to have a support person to assist in raising a complaint or concern with the school. Please advise if you wish to have a support person to assist, and provide their name, contact details, and their relationship to who is raising a concern or complaint.

Raising a concern

Our school 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:

STEP 1: The **student’s teacher** or home group teacher about learning issues and incidents that happened in their class or group both in the classroom and yard.

STEP 2: The **year level leader** if students from several classes are involved.

STEP 3: The **Assistant Principal** about issues relating to staff members or complex student issues or the **Principal** about issues relating to school policy, school management, staff members or very complex student issues.

Where possible, school staff will work with the person raising the concern or complaint to ensure that it is appropriately addressed.

For contact details of any staff member, call the office on 9370 6875 or email staff directly through the Compass School Management System portal.

If you are not sure who to contact, contact the Assistant Principal or Principal on 9370 6875.

Making a complaint

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 making 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. **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 others to obtain details about the situation or the concerns raised.
3. **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. 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.
4. **Timelines:** Moonee Ponds West Primary School will acknowledge receipt of your complaint as soon as possible (usually within two school days) and will seek to resolve complaints in a timely manner. Depending on the complexity of the complaint, we may need some time to gather enough information to fully understand the circumstances of the complaint. 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, we will consult with the person raising a complaint and discuss any interim solutions to the dispute that can be put in place.

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

Resolution

Where appropriate, Moonee Ponds West Primary School may seek to resolve a complaint by:

- an explanation or further information about the issue
- 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, the school 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.

More information is available at [Make a complaint about your school](#). Moonee Ponds West Primary School may also refer a complaint to the South West Victorian 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

Moonee Ponds West Primary School 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
- Included in transition and enrolment packs
- Discussed at parent information nights/sessions
- Annual reference in school newsletter
- Discussed at student forums/through communication tools

- 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](#)

POLICY REVIEW AND APPROVAL

Policy last reviewed	May 2025
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Approved by	School Council 23 rd June 2025
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