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

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

Mount Waverley Secondary 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 impor



- recognise that schools and the Department may be subject to legal constraints on their ability to act or disclose information in some circumstances.

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Mount Waverley Secondary College acknowledges that issues or concerns can cause stress or worry for students and impact their wellbeing and learning. The 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 homegroup or mentor teacher, a classroom teacher, Year Level Coordinators, Wellbeing staff, and Education Support staff]. 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 college, to talk to us about the issue. 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 student leader or participating in our Attitudes to School Survey

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)
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Mount Waverley Secondary 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 and then Year Level Coordinators. 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 Sub School Leader or the Head of Sub School

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. **T** Please either email, telephone or arrange a meeting through the Sub School office, 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. **I** Depending on the issues raised in the complaint, the Sub School Leader or Head of Sub School may need to gather further information to properly understand the situation. This process may also involve speaking to others



- 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.
- an apology or expression of regret

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

If a parent or community member is not satisfied that their complaint has been resolved by the school, or if their complaint is about the College Principal, then the complaint should be referred to the Northern Eastern Victorian Region (NEVR) by contacting

