



PARENT AND STUDENT COMPLAINTS POLICY – SIMPLIFIED VERSION

POLICY CATEGORY: CHILD SAFEGUARDING

1. PURPOSE

St Kevin's College and its governing authority St Kevin's College (SKC) Board welcome feedback from all members of the community and take all complaints or concerns that may be raised seriously. This policy is designed to assist you to understand our complaints handling process.

2. SCOPE

This policy is provided for our community including parents and students to assist you to understand our complaints handling process in an easy to understand format.

This policy applies to all College activities during and outside of school hours. This includes College activities that are occurring on school campus, offsite, online, extracurricular, sport activities and programs, excursions, camps, interstate and overseas travel.

3. WHAT IS A COMPLAINT?

A complaint is an expression of dissatisfaction made to St Kevin's College, related to our services or operations, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected.

4. PROCEDURAL FAIRNESS PRINCIPLES

The College is committed to ensuring procedural fairness when determining an appropriate resolution to a complaint.

Our internal complaints handling process is available at no cost.

5. HOW DO I MAKE A COMPLAINT?

Complaints Handling processes will be initiated when a parent or student raises a concern, issue or complaint. It is possible that the concern may be resolved in an informal manner through discussions with appropriate staff members. However, even if an issue is resolved informally, all staff are required to log issues to identify any systemic issues arising, and take appropriate rectification action.

At all times during an investigation into a complaint, matters will be treated with utmost confidentiality, and professional respect.

5.1. General Complaints

Where a student wishes to raise a complaint, concern or issue of a general nature this should be done via the Head of House, Year Level Coordinator or Dean of Campus (however it may be reported to any trusted adult at the College) who, depending on the nature or severity of the complaint, should refer the matter to the Deputy Principal – Student Engagement or the Director of Glendalough (as applicable).

For parents who wish to make a formal complaint or where a matter has not been resolved informally, this can be done by any of the following means:

- Sending an email to feedback@stkevins.vic.edu.au
- Writing a letter to St Kevin's College addressed to either the Deputy Principal – Student Engagement or the Director of Glendalough (as applicable).

- Calling St Kevin's College on (03) 9822 0911 and asking for your details to be sent to the Deputy Principal – Student Engagement or the Director of Glendalough.

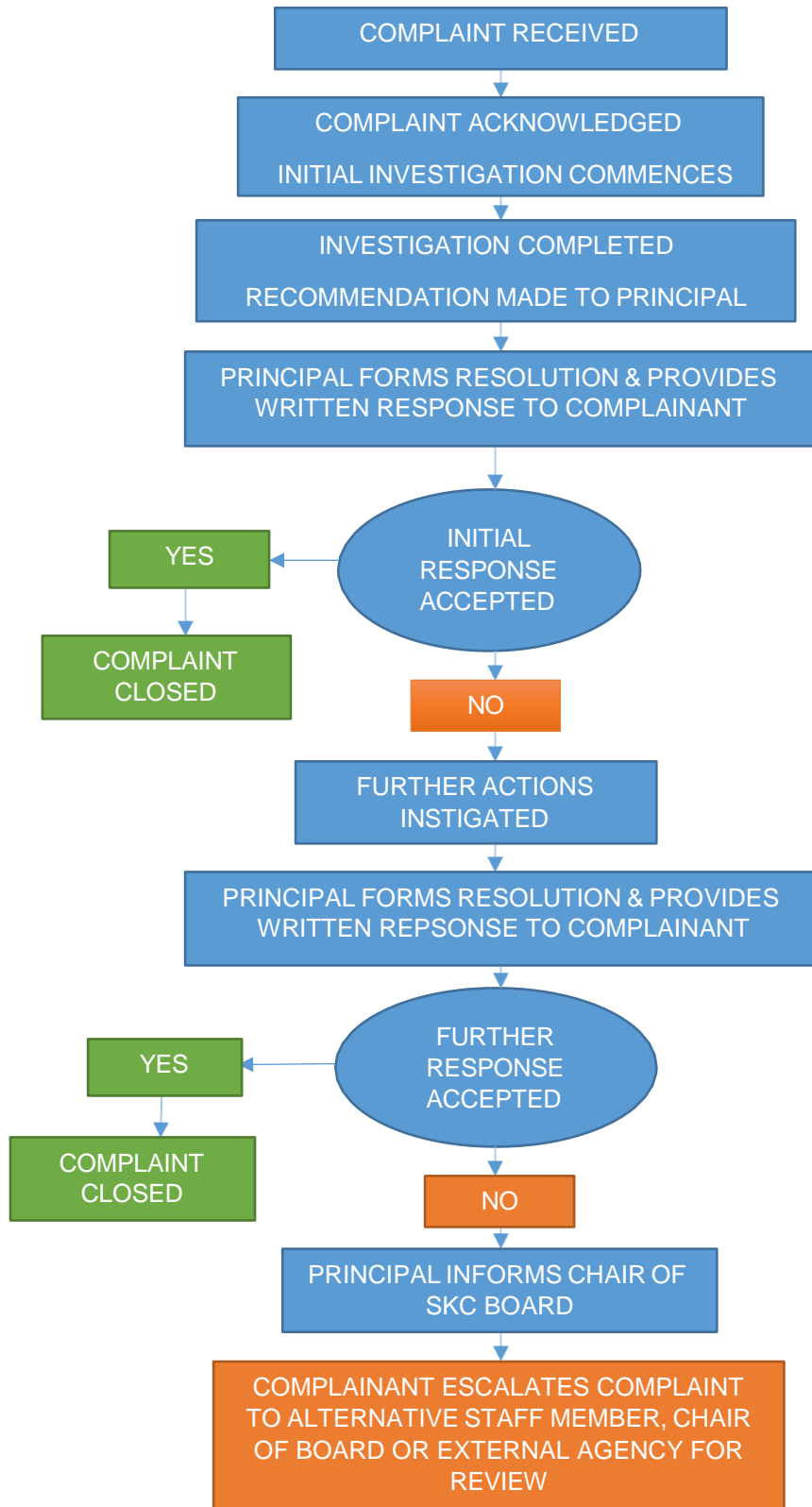
5.2. Child Safeguarding Complaints

Where a student wishes to raise a complaint, concern or issue relating to a child safeguarding issue, this can be done via any of the staff members noted under *General Complaints* above, or with one of the College's Child Safety Officers, College Psychologists or the Dean Child Safeguarding. All formal complaints related to child safeguarding must be referred to the Dean Child Safeguarding and the Deputy Principal – Student Engagement or the Principal.

For parents who wish to make a formal complaint relating to a child safeguarding issue, this can be made by any of the following means:

- Sending an email to childsafetyofficer@stkevins.vic.edu.au
- Writing a letter to St Kevin's College addressed to:
 - The Principal (principal@stkevins.vic.edu.au) or
 - The Dean Child Safeguarding (childsafetyofficer@stkevins.vic.edu.au)
- Calling St Kevin's College on (03) 9822 0911 and asking for your details to be sent to the Dean Child Safeguarding.

6. OUR INTERNAL COMPLAINTS HANDLING PROCESS



7. ESCALATION

A complaint may be escalated during any stage of the complaints process. If a complaint remains unresolved within timeframes we consider reasonable, it will be escalated, unless agreed otherwise by the parties involved.

8. REVIEW OF DECISIONS

If a formal decision has been made and the complainant is not satisfied with the process and/ or outcome, the complainant can contact the Chair of the SKC Board or an external agency for review.

9. ANONYMOUS COMPLAINTS

Anonymous complaints are accepted, however, should additional information be required to investigate the complaint, the absence of identifying and contact information may mean investigation cannot be undertaken.

10. COMPLAINTS ABOUT THE PRINCIPAL

Complaints or grievances regarding the Principal can be directed to the Chair of the SKC Board at chair@stkevins.vic.edu.au

11. WHISTLEBLOWER PROCESS

Where the complaint involves allegations of serious misconduct, the complainant may choose to follow the College's Whistleblower process, through the following methods:

Website <https://www.yourcall.com.au/report>
24/7

Telephone **1800 316 519**
9am and 12am, recognised business days, AEST

12. FRIVOLOUS AND VEXATIOUS COMPLAINTS

Where complaints are found to be unsubstantiated, misconceived, frivolous, vexatious, unlawful or in breach of this Policy, the College may dismiss the complaint in writing to the complainant.

13. OVERSEAS STUDENTS

If an overseas student isn't satisfied with the outcome of St Kevin's College's internal complaints handling process, they may lodge an external appeal through the Overseas Students Ombudsman (OSO). The services of the OSO are free. The contact details for OSO are as follows:

Email: ombudsman@ombudsman.gov.au

Call: 1300 362 072 within Australia.

Outside Australia call +61 2 6276 0111.

Postal: Commonwealth Ombudsman, GPO Box 442 Canberra ACT 2601.

Website: <http://www.oso.gov.au/>

14. CONFIDENTIALITY

Confidentiality applies with respect to both information relating to the person making the complaint, and, if relevant, to a person against whom a complaint is made. St Kevin's College is committed to maintaining the confidentiality of information throughout the complaints process.

15. FURTHER INFORMATION

For further information, please contact the Principal on principal@stkevins.vic.edu.au and/or refer to the detailed version of the Parental and Student Complaints Policy and Procedures.