



## Complaints Handling Procedures for MACS Schools



Call 93676199 or [admin@mmkeilordowns.catholic.edu.au](mailto:admin@mmkeilordowns.catholic.edu.au) and let us know if you need an interpreter. We will organise one for you.

### Purpose

This procedure sets out the processes used by Melbourne Archdiocese Catholic Schools (MACS) to manage and respond to complaints to:

- promote the health, safety and wellbeing of students
- ensure consistent and fair complaints management
- improve the outcomes of complaints with a focus on collaboration and resolution
- meet its legal and regulatory obligations

This procedure should be read in conjunction with Complaint Handling Policy for MACS Schools

### Procedures for complaints about issues arising at MACS schools

MACS schools are required to develop and maintain a fair, effective and efficient complaints-handling process so that complaints about events or decisions at the school can be addressed. The following steps guide the process in making a complaint about issues arising at MACS.

MACS schools are committed to receiving, managing, and responding to complaints in a manner that achieves the best possible outcome for our students and fosters good relationships with parents/ guardians/ carers.

### How to make a complaint with MACS

A complaint is a formal expression of dissatisfaction with an action taken, decision made, service provided or handling of an issue by the school. The nature of complaints covered by this procedure is outlined in the MACS Complaints Handling Policy – Scope. The policy also indicates which complaints are not covered by the policy and how these may be addressed.

Complaints can be raised by students, parents / guardians / carers or members of our school community. A complaint can be about an action taken, decision made, or services provided by the school, or the way in which the school has handled an issue. It could also be about the behaviour of school staff, volunteers, or contractors.

In the day to day running of a school, students, parents/guardians/carers may also have queries, concerns or areas for which clarification is sought. These matters do not constitute complaints, and MACS encourages its employees to work collaboratively with students, parents/guardians/carers and members of the school community to resolve these matters informally with the wellbeing of the student at the centre of the matter. If resolution of the matter is not possible in this manner, then it may escalate to a complaint under the Complaint Handling Policy and this Procedure.

### Who to contact

Where appropriate and in the first instance, any concerns or queries are to be raised with a student's classroom teacher or other relevant member of the school's staff.

If a concern is unable to be resolved informally, a complaint may then be raised with the principal or another senior staff member such as the deputy principal.

Where a complaint is received, MACS schools will ensure that the staff member managing the complaint is someone other than the subject of the complaint.

Complaints can be submitted via either email, telephone or an in-person meeting.

In the case of a complaint involving the principal of the school, the relevant regional general manager should be informed. Contact details are listed below, see Complaints Escalation.

Parents/guardians/carers must not approach any other student in the care of the school to discuss an issue or to chastise them. Direct contact with other parents to resolve the matter is also discouraged if the complaint relates to issues or incidents that have arisen at the school.

## Clarify the issue

When preparing to communicate an issue or concern, please consider the following:

- Be clear about the topic or issue to be discussed.
- Be mindful of the need to ascertain all the facts relating to the circumstances of the topic or issue.
- Think about what an acceptable outcome would be.
- Check and observe the school's complaints policy or guidelines.
- Write an appropriate note or email to the relevant person outlining concerns.
- Make an appointment to speak on the phone or in person with the relevant person/s.
- Arrange meeting times or phone calls through the office.
- Ensure the relevant person/s is given a reasonable amount of time to take the steps required to resolve or address the concerns.

## What information to provide and matters to consider

In making a complaint, MACS requests and expects that the complainant will:

- Raise the concern or complaint as soon as possible after the issue has arisen.
- Be clear about the topic or issue to be discussed.
- Provide all the facts relating to the issues raised.
- Check and observe the school's Complaints Handling Policy and Procedures.
- Communicate and respond in ways that are constructive, fair and respectful.
- Provide complete and factual information about the complaint.
- Observe confidentiality and a respect for sensitive issues.
- Act in good faith to achieve an outcome acceptable to all parties.
- Think about what a fair outcome would be for everyone.
- Have realistic and reasonable expectations about possible outcomes/remedies.

## Role of MACS schools

### Receipt of complaint

MACS schools will record the details of all complaints, including the name and contact details of the persons making the complaint.

MACS schools will acknowledge receipt of the complaint in writing within two office days.

Where possible, MACS schools will provide indicative timelines relevant to the nature of the complaint and advise the complainant how the complaint will be addressed.

MACS schools will refer the complaint to the most appropriate person to manage the complaint. If the complainant has not raised the issue with the relevant teacher, the principal may ask them to

first discuss their complaint with the teacher, when it is appropriate to do so, before it progresses through this complaints procedure.

To have matters managed fairly, the MACS schools will ensure that the staff member addressing the complaint is someone other than the subject of the complaint.

Complainants should be aware that employees, volunteers and contractors will be informed of formal complaints that are made about them to enable them to respond to the concern raised.

### **Response to complaints**

The staff member to whom the complaint is referred will contact the complainant to let them know they have been allocated to their complaint and the next steps in the process.

The staff member may communicate with the complainant to discuss the issues they have raised and to gain some further information. They may also speak to other staff or students who may be able to provide relevant information.

If a complainant has a known vulnerability that has been communicated to MACS schools, staff will seek to accommodate any cultural, financial, physical, mental or related vulnerabilities by putting relevant support in place.

MACS schools will endeavour to complete any necessary information gathering and hold an initial meeting where appropriate within 10 working days of the complaint being raised. A meeting (where appropriate) will be arranged to discuss the issues raised by the complainant and explore options for resolution.

If a matter remains unresolved and further time is required to resolve the matter, MACS schools will consult with the complainant and discuss any interim solutions to the concerns that can be put in place.

If the complainant and the school cannot achieve a mutually agreed outcome, the principal or someone appointed by them will write to the complainant providing a summary of the action taken by the school in response to their complaint and the school's position in response to the issues raised. This should occur within 20 working days from when the complaint was first received, however, depending on the complexity of the complaint, more time may be needed to gather enough information to fully understand the circumstances of the complaint. MACS schools will provide updates throughout the process as appropriate.

If the scope of the complaint is beyond the capacity or jurisdiction of the school, the matter will be referred to the relevant regional general manager and the complainant will be informed of the referral and reasons for this decision. This may be required for complaints against principals or where matters are unresolved by MACS schools.

### **MACS schools' recordkeeping and privacy statement**

When handling all complaints, MACS regional offices and all MACS schools will keep and maintain any records as required in accordance with information and records management policies and procedures, relevant retention and disposal schedules and any applicable Public Record Office Victoria Recordkeeping Standards.

MACS schools will handle personal, sensitive and health information in accordance with the MACS office's Privacy Policy and requirements under the Child Information Sharing Scheme and the Family Violence Information Sharing Scheme.

Privacy laws may prohibit information being provided to the complainant of any specific action that has been taken in relation to individuals about whom the complaint has been raised.

MACS schools will ensure that it will create, maintain, and dispose of records relevant to child safety and wellbeing in accordance with the policies and procedures for recordkeeping in MACS offices.

## Outcomes of complaints

Potential outcomes of complaints can include:

- an apology – either verbal or written
- mediation – with an internal or external mediator
- an official warning
- disciplinary action
- a behavioural contract (in the case of a student)
- pastoral or spiritual care
- an understanding that the behaviour will not be repeated; and/or
- a change in policy or procedure

Complainants will also be provided with the reasons for the outcome/decision.

## Complaint escalation

A complainant may escalate their complaint to the relevant MACS regional office via the following details:

Eastern Regional Office  
39 Hewish Road  
CROYDON VIC 3136  
Ph: 03 9427 6400  
Email: [manager.ero@macs.vic.edu.au](mailto:manager.ero@macs.vic.edu.au)

Northern Regional Office  
25 Norwood Crescent  
MOONEE PONDS VIC 3039  
Ph: 03 8387 3200  
Email: [manager.nro@macs.vic.edu.au](mailto:manager.nro@macs.vic.edu.au)

Southern Regional Office  
602 South Road  
MOORABBIN EAST VIC 3189  
Ph: 03 8301 7400  
Email: [manager.sro@macs.vic.edu.au](mailto:manager.sro@macs.vic.edu.au)

Western Regional Office  
47 Synnot Street  
WERRIBEE VIC 3030  
Ph: 03 8412 2400  
Email: [manager.wro@macs.vic.edu.au](mailto:manager.wro@macs.vic.edu.au)

Alternatively, a complainant may lodge a complaint online at [www.macs.vic.edu.au/Contact-Us/Complaints.aspx](http://www.macs.vic.edu.au/Contact-Us/Complaints.aspx).

### When the regional office will become involved

The regional office is responsible for responding to complaints when:

- a complainant is not satisfied that a matter has been addressed in accordance with the school's complaints handling policies and processes
- a complainant is not satisfied that an acceptable resolution has been reached
- the subject of the complaint relates to policy outside the responsibility or management of the school
- a school requests assistance to resolve a complaint
- the subject of the complaint is the principal of a school.

The regional office will generally not become involved when:

- issues have not been raised with the school
- the school is continuing to address the issues in the complaint
- issues raised are the responsibility of the school (e.g. school uniform, tuck shop duty, parking)
- issues raised should be able to be resolved at the school level

### Role of the regional office

The regional office will:

- acknowledge receipt of a complaint within two working days

- contact the complainant to ensure they are aware of the complaint handling procedures, to confirm and clarify their issues and provides an indicative time for resolution
- raise the issue with the school, if the complainant has not done so to assist with initiating discussions with the school, if appropriate
- work with the school and the complainant to achieve a mutually agreed resolution
- If a mutually agreed resolution cannot be achieved, the regional general manager will review the issues raised by the complainant and communicate the outcome of this review to the complainant.

In undertaking the above procedure, the regional office will:

- ensure that any student affected by the complaint remains engaged in education
- support families and school staff in the complaint process by providing appropriate or additional supports; and
- document the actions taken to achieve the outcome.

When a complaint is not resolved after the involvement of a regional general manager, it may be referred to the Executive Director for review by emailing [execdirector@macs.vic.edu.au](mailto:execdirector@macs.vic.edu.au)

If the complaint is unable to be resolved to the satisfaction of the complainant, but the matter is however finalised, the complainant has the right to seek alternative independent or other advice or contact other entities such as the Victorian Equal Opportunity and Human Rights Commission. Complaints related to the minimum standards for school registration can be referred to the Victorian Registration and Qualifications Authority (VRQA).

## Students raising complaints and concerns

MACS schools encourage students to raise any concerns they may have with a trusted adult staff member at the school. Complaints made by students will be taken seriously.

A trusted adult at the school may include a teacher, support staff or other adult.

The staff member will explain to the student what steps they will take to try to resolve the issue and what the school can do to support the student.

Students can also ask their parent/ guardian/ carer or another trusted adult outside the school to talk to the school about the issue. Other ways students can raise a concern or complaint with the school may include but are not limited to:

- talking to a member of the student representative council about the student's concern and any suggestions for resolving it
- participating in student forums held within the school
- writing a note for an anonymous student suggestions box at the school.

MACS schools will ensure students know/are informed of who to approach and relevant processes to raise complaints by providing information via methods such as posters distributed within the school, information provided at assemblies, or discussions during wellbeing curriculum. For specific information, please speak with your school.

Students may also be assisted/accompanied by a support person when raising a complaint. The support person can be a family member, a friend or a professional with knowledge of the student. The support person can also assist with ensuring the cultural safety of students and families in the complaints process. Further information about support persons can be found below. Additional 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)

## Support for complainants

### Support persons

Parents/guardians/carers discussing complaints with the principal may be accompanied by a support person. The support person can be a family member, a friend or a professional with knowledge of the student.

Any person acting in a professional capacity on behalf of the parents/guardians/carers must provide their occupational details and full name prior to the meeting being held. It is at the principal's discretion if an external professional is a participating member of any school meeting.

The support person may encourage and facilitate sharing of parent/guardian/carer knowledge, perception, and issues. The support person should support a positive working relationship between all parties. The support person does not speak on behalf of parents/guardians/carers when discussing complaints with the principal.

### Multicultural Services and Interpreters

MACS can provide for Aboriginal and Torres Strait Islander Education Officers to support families/carers to raise complaints to the school if required.

Please speak with your MACS school to discuss the specific support that they are able to provide.

Translation and interpreting services can be provided to assist all complainants. Please contact your MACS school or relevant region for assistance to access to these services.

## Withdrawal of a complaint

A complaint can be withdrawn at any stage during the complaint handling process. A complaint should be withdrawn in writing by the complainant and addressed to the principal.

## Definitions

### Complaint

A formal expression of dissatisfaction with an action taken, decision made, service provided or handling of an issue.

### Complainant

The person or persons who have raised a complaint with the MACS office.

## Related policies and documents

### Related MACS policies and documents

Bullying Prevention Policy for MACS Schools  
Child Safety and Wellbeing Policy  
Child Safety and Wellbeing Recordkeeping Policy  
Code of Conduct – Parent / Guardian / Carer  
Code of Conduct – Students  
Privacy Policy  
Complaints Handling Policy for MACS Schools  
PROTECT – Identifying and Responding to Abuse – Reporting Obligations Policy  
Reportable Conduct Policy  
Community Safety Order Scheme Internal Review Process  
Suspension of Students Policy  
Expulsion of Students Policy  
Whistleblower Policy

## Policy information table

<b>Responsible director</b>	Director, Governance, Legal and Compliance
<b>Procedure owner</b>	General Manager, Legal and Professional Standards
<b>Approving authority</b>	Director, Governance, Legal and Compliance
<b>Assigned board committee</b>	Child Safety and Risk Management
<b>Approval date</b>	October 2023
<b>Risk rating</b>	Extreme
<b>Date of next review</b>	June 2025
<b>Publication details</b>	CEVN, MACS office website

POLICY DATABASE INFORMATION	
<b>Assigned framework</b>	Complaints Handling and Complex Issues Framework
<b>Related documents</b>	See list above
<b>Superseded documents</b>	
<b>New procedure</b>	New