



# BEVERIDGE PRIMARY SCHOOL

## Complaints Process

### How to make a complaint

The aim of this process is to resolve complaints with a focus on student wellbeing and keeping them engaged in learning.

You can read more about the process here -[https://www.education.vic.gov.au/Documents/parents/going-to-school/Complaints\\_Quick\\_Reference\\_Guide\\_QRG.pdf](https://www.education.vic.gov.au/Documents/parents/going-to-school/Complaints_Quick_Reference_Guide_QRG.pdf)

School complaints **must** be made in this order:

#### 1. Speak to the school first

Our school is best placed to work with you to fix your concerns.

Before you approach your child's teacher or other school staff:

- be clear about the issues you want to discuss
- focus on the facts and the things that affect your child
- remember you may not have all the facts yet
- think about how the matter could be resolved
- check the school's policies. You can ask the school for a copy of their complaints policy, or it may be on their website.
- be realistic about what the school can do.

When working through a complaint, everyone must:

- listen to each other's views
- work towards a solution
- be cooperative, respectful and kind
- respect people's privacy and keep things confidential

School staff will follow legislation (the law), Department policy and the code of conduct for Victorian public sector employees.

If you have raised your concerns with your child's teacher and are dissatisfied, you may wish to escalate your complaint to the principal.

If your concern is about a principal, and you do not want to raise it directly with the principal, contact your closest regional office.

## 2. If you are still unhappy with the school's response, contact the Department's regional offices

Call 1800 338 663 or email [enquiries@education.vic.gov.au](mailto:enquiries@education.vic.gov.au).

You will have the opportunity to explain your concern and what you are seeking as a resolution. The Department staff member will help record your complaint and explain the steps they will take.

You need to give the Department staff member time to speak with the principal and anyone else involved with the issue. If the issue is complex it could take a little longer to work through.

## 3. If you have received a response from the regional office, and you are unhappy with the outcome, contact our central office.

Our central office can work with you to resolve concerns you may have with the response you received from the region or in relation to the school. The central office can also refer eligible complaints to the [Independent Office for School Dispute Resolution](#).

You can contact our central office by completing [an online form](#).

Before you complete the central office online form, please ensure you have spoken with your school and regional office. Please also read through our privacy consent notice. This explains how the Department will handle personal information that is submitted via this online complaint form.

### [Read the full privacy consent notice](#)

You can also contact the central office by telephone on (03) 8688 7885 (message callback service) or by post:

Deputy Secretary, Schools and Regional Services  
c/o Manager, Complaints and Improvement Unit  
GPO Box 4367 Melbourne VIC 3001

## 4. If you are still unhappy with the Department's response, you can contact the Victorian Ombudsman.

It might not always be possible to resolve your complaint in the way that you would like. We can only resolve complaints in ways that are in line with Department values, policies and the law.

You can contact the Victorian Ombudsman on (03) 9613 6222 or via its website [www.ombudsman.vic.gov.au/](http://www.ombudsman.vic.gov.au/)

## Use a support person

You can have a support person to help you at any time while making a complaint.

The support person can be someone in your family, a friend, community member or from a support agency.

The support person can:

- help you clarify the issues

- discuss difficulties you're having about the complaint
- help create a good working relationship between you and the school
- help you understand our policies and any resolutions proposed.

Let the principal know you want to use a support person when making the complaint. You should provide their name, contact details and relationship to you.

## Privacy

We must handle personal, sensitive and health information in accordance with:

- the Privacy and Data Protection Act 2014 (Vic)
- the Health Records Act 2001 (Vic).

The information you give us will be used to assess and respond to your complaint. This information is stored securely and used mainly by people who handle the complaint. Information may be used outside of the complaint handling process when necessary and allowed by law. For example, if there was a serious risk to the safety of someone.

You can request access to information about you held by us. To request access, first speak with the person handling your complaint. You may need to lodge a freedom of information request.

## REVIEW PERIOD

This policy was last updated on May 18, 2021 and is scheduled for review on January, 2023.