

PURPOSE

The purpose of this policy is to:

- x provide an outline of the complaints process at Blackburn High 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
- x ensure that all complaints and concerns regarding Blackburn High 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 where there are different processes in place to manage the issue including:

- x Complaints and concerns relating to fraud and corruption will be managed in accordance with the department's [Fraud and Corruption Policy](#)
- x Criminal matters will be referred to Victorian Police
- x Legal claims will be referred to the Department's Legal Division
- x Complaints and concerns relating to child abuse will be managed in accordance with our Child Safety Res 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:

Complaints Policy x be considerate of each other's views and

respect each other's role

x be focused on resolu

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Authorised by: Principal Joanna Alexander
School Council President Geoff Huggins

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 Mentor Teacher or House Leader. 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 school, to talk to us 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](#)

Further information and resources to support students to raise issues or concerns are available at:

- x [Report Racism Hotline](#) (call 1800 722 476)
this hotline enables students to report concerns relating to racism or religious discrimination
- x [Reach Out](#)
- x [Headspace](#)
- x [Kids Helpline](#) (call 1800 55 1800)
- x [Victorian Aboriginal Education Association](#) (VAEAI)

COMPLAINTS AND CONCERNS PROCESS FOR PARENTS, CARERS AND COMMUNITY MEMBERS

Preparation for raising a concern or complaint

Blackburn High School encourages parents, carers or

