



# COMPLAINTS POLICY



## Help for non-English speakers

If you need help to understand the information in this policy, please contact the General Office.

## PURPOSE

The purpose of this policy is to:

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

- Complaints and concerns relating to fraud and corruption are managed in accordance with the department's [Fraud and Corruption Policy](#)
- Criminal matters are referred to Victorian Police
- Legal claims are referred to the Department's Legal Division
- Complaints and concerns relating to child abuse are managed in accordance with our *Child Safety Responding and Reporting Obligations Policy and Procedures Policy*

## POLICY

Nurruga School 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 important opportunity for reflection and learning.

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:

- actively listen to one another, be considerate of each other's views, and respect each other's role
- be student focussed



- be resolution focused and attempt to preserve working relationships
- act co-operatively and in good faith
- behave with respect and courtesy
- be inclusive, considerate, and respect the cultural safety of all people, including Aboriginal people, and the human rights of all parties including but not limited to disability, age, race, religion, gender identity, sexual orientation, and marital status
- consider communication needs and preferences
- ensure that complainants and students related to complainants are not victimised for making a complaint or asserting their rights
- respect the privacy and confidentiality of those involved unless permitted or required to share information by law
- operate within and seek reasonable resolutions that comply with all applicable legislation and department policies.

### Complaints and concerns process for students

Ngurraga School acknowledges that issues or concerns can cause stress or worry for students and impact their wellbeing and learning. Ngurraga School encourages our students to raise issues or concerns as they arise so that we can work together to resolve them. Teaching students about our complaints process includes the use of specific resources and materials, to support their understanding. This is age and ability appropriate, and may include the use of pictograms, photographs and social stories.

For our students who are emergent communicators, we will make all efforts to seek student voice in students preferred form of communication e.g. AAC, Lamp, P2G, PODD, Aided language displays, eye gaze, Auslan or language. This will ensure students are also able to raise a concern or complaint.

Students with a concern or complaint can raise them with a trusted adult at school, for example, with your classroom teacher, Wellbeing staff, Education Support staff or a member of the leadership team. This person takes your concern or complaint seriously and explains 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](#).

Other ways you can raise a concern or complaint with us include:

- talking to a member of the student representative council about your concern and any suggestions you have for resolving it
- participating in our Attitudes to School Survey (for Years 4-6)
- participating in our student forums held every term
- writing a note for our anonymous student suggestions box at the General Office

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)
- [Victorian Aboriginal Education Association](#) (VAEA)

## Complaints and concerns process for parents, carers and community members

### Preparation for raising a concern or complaint

Ngurruga School encourages parents, carers or members of the community who may wish to submit a complaint to:

- carefully consider the issues you would like to discuss
- remember you may not have all the facts relating to the issues that you want to raise
- think about how the matter could be resolved
- be informed by checking the policies and guidelines set by the Department and Ngurruga School (see “Further Information and Resources” section below).
- All families who would like to have an interpreter present can have this arranged by the school. This is offered to all Culturally and Linguistically Diverse (CALD) families and can be requested at any time from all school community members.

### Support person

You are welcome to have a support person to assist you in raising a complaint or concern with our school. Please advise us if you wish to have a support person to assist you, and provide their name, contact details, and their relationship to you.

Our school also offers interpreting and translation services to parents and carers who have limited or no English language skills to communicate their concerns adequately.

### Raising a concern

Ngurruga School 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, the learning area leader, Assistant Principal or Principal. Where possible, school staff work with you to ensure that your concerns are appropriately addressed.

### Making a complaint

Where concerns cannot be resolved in this way, parents or community members may wish to make a formal complaint to the Principal or Assistant Principal.

If you would like to make a formal complaint, in most cases, depending on the nature of the complaint raised, our school first seeks to understand the issues and then convene a resolution meeting with the aim of resolving the complaint together. The following process will apply:

1. **Complaint received:** Please either email, telephone or arrange a meeting through the front office with the Assistant Principal or Principal, 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. **Timelines:** Ngurruga School acknowledge receipt of your complaint (within 2 school days and seek to resolve complaints within 15 school days. Depending on the complexity of the complaint, some complaints may take more than 15 school days. We endeavour to complete any necessary information gathering and hold a resolution meeting where appropriate within 10 working days of the complaint being raised. In situations where further time is required, Ngurruga School consult with you and discuss any interim solutions to the dispute that can be put in place.
3. **Information gathering:** Depending on the issues raised in the complaint, the Principal, Assistant Principal or nominee may need to gather further information to properly understand the situation. This process may also involve speaking to school and regional staff to obtain details about the situation or the concerns raised. In some instances, the leadership team may reach out to subject matter experts for advice. The school may also reach out to the complainant for further information or to clarify concerns.
4. **Response:** Where possible, a resolution meeting is arranged with the Assistant Principal or Principal to discuss the complaint with the objective of reaching a resolution satisfactory to all parties. If after the resolution meeting we are unable to resolve the complaint together, we work with you to produce a written summary of the complaint in the event you would like to take further action about it. In some circumstances, the Principal may determine that a resolution meeting would not appropriate. In this situation, a response to the complaint is provided in writing.

In some instances, the school in consultation with the region may suggest mediation, conciliation or other alternative methods of resolving the complaint based on the complexity and urgency of issues raised in the complaint.

Please note that unreasonable conduct (e.g. vexatious complaints) may need to be managed differently to the procedures in this policy.

## Resolution

Where appropriate, Ngurruga School may seek to resolve a complaint by:

- an apology or expression of regret
- a change of decision
- a change of policy, procedure or practice
- 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.

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

## Escalation

If you are not satisfied that your complaint has been resolved by the school, or if your complaint is about the Principal and you do not want to raise it directly with them, you may contact the department by phone on 1800 338 663, via the [Enquiries form](#) or by email at [enquiries@education.vic.gov.au](mailto:enquiries@education.vic.gov.au).



Ngurruga School may also refer a complaint to South West Region if we believe that we have done all we can to address the complaint.

For more information about the department's parent complaints process, including the role of the Regional Office, please see: [Make a complaint about your school](#)

### Review of complaints

Ngurruga School considers whether complaints relating to child safety identify any causes or systemic child safety risks and take steps to address those risks and continuously improve our child safety practices.

### Record keeping and other requirements

To meet Department and legal requirements, our school must keep written records of:

- Serious, substantial or unusual complaints
- Complaints relating to the Child Information Sharing Scheme and Family Violence Information Sharing Scheme, to meet regulatory requirements - refer to Child and Family Violence Information Sharing Schemes for further information

Our school also follows Department policy to ensure that record-keeping, reporting, privacy and employment law obligations are met when responding to complaints or concerns.

### COMMUNICATION

- Available publicly on school website
- Included in staff induction processes
- Included in our staff handbook
- Included in transition and enrolment packs
- Annual reference in school newsletter
- Hard copy available from school General Office upon request

### FURTHER INFORMATION AND RESOURCES

The department's Policy and Advisory Library (PAL): [Complaint resolution](#)

The department's parents and carers' website: [Make a complaint about your school](#)

[Report racism or religious discrimination in schools](#)

[Report sexual abuse if you're a current or former student](#)

Our school related policies:

- Statement of Values and School Philosophy
- Child Safety Responding and Reporting Obligations Policy and Procedures.

### POLICY REVIEW AND APPROVAL

Policy last reviewed	August 2025
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Consultation	Consultation with students, staff and parents/carers and/or School Council to take place in Term 1, 2026 (or as soon as the School Council is appointed)
Approved by	Principal
Next scheduled review date	Term 1, 2026 To ensure ongoing relevance and continuous improvement, this policy will be reviewed every 2 years