



# Complaints Policy

## Purpose

The purpose of this policy is to:

- provide an outline of the complaints process at Bendigo Senior Secondary College so that parents and members of the community are informed of how they can raise complaints or concerns about issues arising at our college
- ensure that all complaints regarding Bendigo Senior Secondary College are managed in a timely, effective, fair and respectful manner.

## Scope

This policy relates to complaints brought by parents, carers, students or members of our college community and applies to all matters relating to our college. In some limited instances, we may need to refer the complainant to another Department of Education and Training process where there are different mechanisms in place to review certain decisions, for example, expulsion appeals.

## Policy

Bendigo Senior Secondary College 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 college community. We understand that it is in the best interests of students for there to be a trusting relationship between families and our college.

When addressing a complaint, it is expected that all parties will:

- raise and discuss issues in a courteous and respectful manner
- acknowledge that the goal is to achieve an outcome that is in the affected student's best interests and acceptable to all parties
- act in good faith and respect the privacy and confidentiality of those involved, as appropriate
- recognise that all parties, including the broader college community, have rights and responsibilities that must be balanced
- recognise that college and the Department may be subject to legal constraints on their ability to act or disclose information in some circumstances.

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Dated: May 2021

Approved by: Principal

Endorsed by College Council: N/A

Review: May 2025

Bendigo Senior Secondary College: Department of Education & Training CRICOS Provider Code: 00861K

## Preparation for raising a concern or complaint

Bendigo Senior Secondary College 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 Bendigo Senior Secondary College (see “Further Information and Resources” section below).

## Complaints process

Bendigo Senior Secondary College 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 the relevant staff member. For example, if the concern is about a classroom teaching matter then the first point of contact will be the relevant teacher. If you are unsure how to identify or contact the relevant staff member then you should contact the general office for advice. Where possible, college staff will work with you to ensure that your concerns are appropriately addressed.

Where concerns cannot be resolved in this way or it is not appropriate to discuss the matter with the staff member concerned, parents or community members may wish to contact the Principal or an Assistant Principal.

If you would like to make a formal complaint, this should be done in writing. In most cases, depending on the nature of the complaint raised, our college will first seek to understand the issues and will 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 general 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. **Information gathering:** Depending on the issues raised in the complaint, the Principal, Assistant Principal or their nominee may need to gather further information to properly understand the situation. This process may also involve speaking to others to obtain details about the situation or the concerns raised.
3. **Response:** Where possible, a resolution meeting will be arranged to discuss the complaint with the objective of reaching a resolution satisfactory to all parties. If we are unable to resolve the complaint together, we will provide you with support and advice should you wish to take the complaint further. In some circumstances, the Principal may determine that a resolution meeting would not be appropriate. In this situation, a response to the complaint will be provided in writing.
4. **Timelines:** The college will acknowledge receipt of your complaint as soon as possible (usually within 48 hours) and will seek to resolve complaints in a timely manner. Depending on the complexity of the complaint, the college may need some time to gather enough information to fully understand the circumstances of your complaint. We will 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, the college will consult with you and discuss any interim solutions to the dispute that can be put in place.

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## Resolution

Where appropriate, Bendigo Senior Secondary College 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 college values that are intended to support the student, parent and college relationship, engagement, and participation in the college community.

In some circumstances, Bendigo Senior Secondary College 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 a parent or community member is not satisfied that their complaint has been resolved by the college, or if their complaint is about the Principal, then the complaint should be referred to the North West Region by contacting the North Western Victoria regional office of the Department of Education and Training [nwvr@education.vic.gov.au](mailto:nwvr@education.vic.gov.au) or the Bendigo office of the NWVR on 1300 338 691.

Bendigo Senior Secondary College may also refer a complaint to North Western Victoria region if we believe that we have done all we can to address the complaint.

For more information about the Department's *Parent Complaints* policy, including the role of the Regional Office, please see: [Parent complaints policy](#).

## FURTHER INFORMATION AND RESOURCES

[BSSC Values and Philosophy policy](#)

## Review period

This policy was last updated in May 2021 and is scheduled for review in May 2025.

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