Rationale:

At times parents may have concerns they wish to take up with the College. Point Cook College welcomes this feedback and encourages parents to raise issues as they arise. Point Cook College has both a desire and a responsibility to ensure that high standards of conduct are maintained by students, staff and parents at all times, and that grievances are managed and resolved fairly, efficiently and promptly in a safe and supportive environment.

Guidelines:

Parents and caregivers are strongly encouraged to contact their child's school in the first instance on all matters involving their child's education. The College asks that individuals do not air their grievance on Social Media as our intention is to resolve any concern and protect the rights and privacy of all stakeholders.

Point Cook College will document all formal grievances and any processes implemented to seek a resolution. Where a complaint is made against an individual, that person will be informed of the nature and content of the complaint and they will have the right to respond. All discussions will be kept strictly confidential. A person who has made a complaint may withdraw it at any time. No one will be victimised as a result of initiating a formal Grievance Procedure. At the formal stage, a person who has made a complaint has the right to be represented and supported by another person of his/her choice. A process of mediation may be available if a complaint is not satisfactorily resolved.

Implementation:

Step 1
Identify your topic or issue. Making notes is a good idea as it ensures that you cover all points. Think about the resolution you would like to see as an outcome.

Step 2
Contact the College on 8348 7100 and make an appointment to speak to your child's classroom teacher in the first instance and/or the Neighbourhood Leader for your child's year level to resolve the issue. If after doing this you feel the matter is still unresolved then contacting the relevant community Assistant Principals may be an appropriate way forward for you. This may include organising a meeting for a mutually convenient time.

Step 3
If the matter continues to be unresolved please make a time to meet the College Principal. Please provide the Principal with as many facts/evidence as possible. The Principal may require time to investigate and will respond in a timely manner.

Step 4
If the matter is unresolved at the school level, you will be encouraged to discuss it further with the community liaison officer at your regional office. Contact your local Department of Education and Training Regional Office: Western Metropolitan Region, Phone: 9291 6500.
Step 5
If the matter is unresolved at the regional level you can address your complaint in writing to the Deputy Secretary, Office of School Education, c/o Manager, Community and Stakeholder Relations Branch, 33 St. Andrews Place, East Melbourne VIC 3000

References: DET – Victorian Schools Reference Guide

Evaluation:
This policy will be reviewed as part of the school’s three-year review cycle
Policy produced April 2015
College Council ratified this policy in June 2015
Review 2018