

POLICIES AND PROCEDURES

Policy Name	Complaints and Grievance Policy Parents & Community
Constructed /Reviewed by:	School Executive
Review:	Reviewed: August 2016, August 2018, August 2021, May 2023 Next Review 2025

Statement of Context

Yarra Valley Grammar is open to receiving or hearing concerns of parents, visitors and the wider School community. Any complaint or grievance will be received in a positive manner and will be taken seriously. Yarra Valley Grammar is committed to improving the services it provides and to protecting the wellbeing of its employees, students, volunteers and the wider School community. All decisions related to a complaint or grievance will be made with consideration given to the ramifications for the individual as well as for the School.

POLICIES AND PROCEDURES

YVG Whistleblower Policy

Independent Schools Victoria (ISV) www.is.vic.edu.au

Victorian Registration and Qualifications Authority (VRQA) www.vrqa.vic.gov.au

Definitions:

For the purposes of this policy, the following definitions apply:

Complaint: a statement that something is unsatisfactory or unacceptable

Grievance: a feeling of resentment over something believed to be wrong or unfair, giving cause for complaint

Complainant: refers to the individual making the complaint or grievance

Respondent: refers to the individual against whom a complaint or allegation is made.

Investigator: refers to an independent person who may be asked to investigate allegations or details or a complaint or grievance, without personal interest or bias.

Privacy

The School respects the privacy of individuals and will protect personal information provided by a complainant in the complaints and grievance process. While investigating a complaint or grievance, the School

POLICIES AND PROCEDURES

POLICIES AND PROCEDURES

- x The respondent will be given the right of response
- x An independent investigator may be appointed if required

Resolving the Complaint or Grievance:

- x The complainant will be asked for the outcome they are hoping for (best case scenario) and the next steps will be discussed, providing a reasonable and agreed time frame of when to report back or meet again
- x It will be explained that the complainant cannot be adversely affected because they have made a complaint or grievance and they will be notified about who to report matters to internally if they feel that they are being adversely affected
- x Time will be provided for the complainant to ask questions
- x Detailed notes will be taken of the conversation (including dates, people involved), including any supporting documentation

Providing an Outcome:

- x The complainant will be provided with a written summary of the meeting and clarification of the next steps to be taken, within a set time frame.
- x Should the matter remain unresolved then either the complainant or the School may refer the matter to a higher authority, as outlined in this policy.

The meeting should be conducive to maintaining positive relationships and the School representatives should ensure that there is a fair, objective analysis of the situation.

If the matter is not resolved:

If the complainant wishes to pursue an unresolved matter, the issue should be referred to the Principal. The Principal reserves discretion as to making a final decision as to how the complaint or grievance will be resolved and will refer to the Board Chair where a resolution is unable to be reached. In the event that the complaint or grievance involves the Principal, the Board Chair will

POLICIES AND PROCEDURES