

DOBCEL POLICY AND PROCEDURE OVERVIEW

Policy Title	Complaint Management Policy (PDF)
Procedure Title	Complaint Management Procedure (PDF)
Accompanying Documents	[Insert School Name] Complaint Management Policy and Procedure (Word document)
Date	21 April 2021

Access the above named document(s) via eSORT: Compliance and Statutory Requirements
4.1 Care, Safety and Welfare of Students

What is the basis for providing this document?

VRQA Minimum Standards for school registration Section 4.1 Care, safety and welfare of students requires a process for *'managing complaints and grievances including how the school's policies and procedures: ensure procedural fairness; and are accessible to the school community and are consistent with the school's enrolment agreement.'*

DOBCEL has developed a Complaint Management Policy and Complaint Management Procedure. Each of these documents has informed the development of a School based Complaint Management template – [Insert School Name] Complaint Management Policy and Procedure, to assist schools in meeting the requirement of VRQA and as approved by DOBCEL.

Key points

- This policy and procedure provide a consistent approach to managing complaints in DOBCEL schools
- Where possible the preference should be to resolve any concern or complaints at the local level
- These documents outline a framework to facilitate a timely resolution of parent/care giver or student complaints with regard to procedural fairness and regulatory and legal frameworks.
- These documents outline the scope for the escalation of complaints within DOBCEL and to external authorities including but not limited to the VRQA
- These complaints management documents include reference to the Child Information Sharing Scheme and Family Violence Information Sharing Scheme and the need to keep a written record of complaints related to these schemes.
- Each DOBCEL school is required to develop a Complaints Management Policy and Procedure consistent with the requirements of the DOBCEL Complaints Management Policy and DOBCEL Complaints Management Procedure. The [Insert School Name] Complaints Management Policy and Procedure is provided to enable schools to contextualise a consistent document.

Action required – by 5 May 2021

DOBCEL Complaints Management Policy

- Upload the DOBCEL Complaints Management Policy to your school intranet / eSORT library (it must be accessible to all staff)
- This DOBCEL Complaint Management Policy document is provided as a 'PDF' document and is publicly available on the DOBCEL website www.ceob.edu.au
- Principals should note this document, ensure the School Advisory Council and staff are advised of the policy
- This document is not to be uploaded to the school website

DOBCEL Complaints Management Procedure

- The DOBCEL Complaint Management Procedure document is provided as a 'PDF' document and is a source document to assist school leaders and staff regarding the procedure required by DOBCEL to address complaints
- This document is not to be uploaded to the school website
- Retire any previous Complaints Management Policy and Procedure and remove them from your internet and intranet. Archive these to be available as a historical record if needed

[Insert School Name] Complaints Management Policy and Procedure

- Contextualise the [Insert School Name] Complaint Management Policy and Procedure template to your local school setting
- This template requires the school to insert information in the areas shown in green font. Only the sections in green font are to be amended. Please contact Tim O'Farrell, CEB, should you require further clarity
- Contextualise the procedure, editing only the green text. Before saving as a PDF change the edited font to black text
- Once contextualized, this document is to be saved as a 'PDF' and made publicly available on your school website in the policy section
- This document replaces your current Complaints Policy and Procedure, which is to be retired and archived in your school
- Share and discuss the policy with SAC & staff and advise school community of the document