



POLICIES AND PROCEDURES

Policy Name	
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.

Complaints and grievances may be heard informally or formally, and verbally or in writing. Formal avenues for handling of complaints and grievances will be fully documented. Complainants will be treated with equality and respect and without intimidation should they choose to follow the Complaints and Grievance process.

[Referth](#)

A Complaints and Grievances form is available [on the School's website](#)



POLICIES AND PROCEDURES

YVG Bullying, Violence, Harassment and Discrimination Policy

YVG Child Protection Policy

YVG Information Privacy Policy

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 of 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 will only collect information that is required for investigation and will not share information without permission from the complainant. For further information, refer to the School's [Information Privacy Policy](#)

Aim

To provide a process for parents and members of the School community in the event that they have a complaint or grievance with the School.

Policy details

If the source of complaint or grievance is a parent:

Parents are encouraged to make their own decision about the appropriate member of staff in the School to whom their complaint or grievance should be made,



POLICIES AND PROCEDURES

- x If the complaint or grievance is of a substantial nature and it cannot be resolved at any of these previous levels, it should be referred to the Principal
- x The Principal or senior member of staff may choose to interview students without parents or staff members under investigation being present, but with another impartial staff member present at all times
- x The School's representative will record the details of the complaint or grievance, the steps taken and timeframe involved to resolve the matter
- x Failing resolution by the Principal, the parent may request that the matter be referred to the Board Chair who is the final authority on matters concerning the School

If the source of complaint or grievance is a member of the general School Community:

Members of the general School Community are encouraged to make their own decision on the appropriate member of staff in the School to whom their complaint or grievance should be made, however, some guidance is as follows

- x If a complaint or grievance is of a minor nature, it should be directed to the Corporate Services Manager
- x If the complaint or grievance is of a more substantial nature then it should be directed to the Principal. Failing resolution, the complainant may request that the matter be ref



POLICIES AND PROCEDURES

- x Defend decisions in a court or tribunal

The investigator should ensure that:

- x The investigation is restricted to dealing with the matter raised by the complainant and not by other matters
- x The respondent is aware of all the allegations made against them in sufficient detail
- x The respondent is allowed a reasonable opportunity and adequate time to respond to each of the allegations
- x An investigation is carried out in a reasonable timeframe
- x The investigator is independent and has no personal interest or bias in the matter being investigated
- x Participants are given the opportunity to have a support person in the interviews pertaining to the investigation
- x Participants are required to maintain confidentiality and sign a confidentiality agreement
- x Participants are given the opportunity to respond to any contradictory evidence
- x