

## Complaints and Appeals Policy and Procedure

### Purpose

This policy and procedure is to provide clear and practical guidelines to ensure that complaints and appeals of students and/or parents can be resolved in accordance with the principles of natural justice, equitably and efficiently.

### Scope

This complaints and appeals policy applies to all students enrolled with Mater Christi College.

### Definitions

**Complaints and Appeals** include but are not restricted to matters of concern to a student and/or parent relating to teaching delivery, assessment, the quality of the teaching, student support and materials, discrimination and sexual harassment.

**Natural Justice** is concerned with ensuring procedural fairness:

- Decisions and processes should be free from bias.
- All parties have the right to be heard.
- The respondent has a right to know of what s/he is accused of.
- All parties are told the decision and the reason for the decision.

### Policy

Mater Christi College believes that a student and/or parent has the right to raise a complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy without prejudice, fear of reprisal or victimisation. The student and/or parent has the right to present the complaint or appeal formally as well as in writing. If presented in writing, a student and/or parent is to use the following *Complaints and Appeals Notification Form*.

Mater Christi College will manage all complaints and appeals fairly, equitably and as efficiently as possible. It will encourage the parties to approach the complaint or appeal with an open mind and to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, Mater Christi College acknowledges the need for an appropriate external and independent person to mediate between the parties. The parties will be given the opportunity to formally present their case to the independent person. (Note: The independent person is to provide a letter or email for the College accepting the responsibility. This acceptance forms part of the mediation documentation.)

Confidentiality will be maintained throughout the process of making and resolving complaints. Mater Christi College seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.

### Procedure

Should a student and/or parent have a complaint or appeal, the following steps are to be followed:

1. The student and/or parent should put the following information relating to the complaint or appeal in writing:
  - description of the complaint or appeal;
  - state whether they wish to formally present their case;
  - steps they have taken to deal with the problem;
  - state what they would like to happen to fix the problem and prevent it from happening again.

2. The student and/or parent brings the complaint or appeal to the attention of the student's Pastoral or subject teacher. The teacher will acknowledge receipt of complaint and follow it up in a timely manner.
3. If the complaint or appeal is not dealt with to the student and/or parent's satisfaction, they may bring it to the attention of the Year Learning Coordinator. The Year Learning Coordinator will either deal with the issue or arrange for it to be dealt with by a College leadership representative.
4. If the issue remains unresolved, the Principal will take appropriate steps to mediate and resolve the situation.
5. Should the issue still not be resolved to the student and/or parent's satisfaction, Mater Christi College will make arrangements for an independent external person to resolve the issue. The student will be given the opportunity to formally present his or her case. The external contact may be a representative from Victorian Mediation Centre.
6. All parties involved should receive a written statement of the outcomes including reasons for the decision.
7. All documentation relating to complaints or appeals should be archived with the student file (with Registrar) for audit purposes.

### **Related Documents**

Personal Protection and Respect Guidelines and Procedures  
College Expectations and Pastoral Care Guidelines (Student Handbook)  
Student Management Processes (Student Handbook)  
Privacy Policy



## Complaints and Appeals Notification Form

**Student family name** .....

**Student Given names** .....

**Year** .....

**Pastoral Group** .....

**Contact phone numbers** .....

**Contact email** .....

**Please state the nature of your complaint/appeal including dates, times and other people involved**

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**Student/Parent Signature:** .....

**MCC Representative Signature:** .....