



# Complaints Handling Policy



Emmaus College is a school, which operates with the consent of the Catholic Archbishop of Melbourne and is owned, operated and governed by Melbourne Archdiocese Catholic Schools Ltd (MACS).

## Introduction

Emmaus College values and encourages open and positive relationships with our College community. We understand that it is in the best interests of students for there to be a trusting relationship between families and our school. A timely and professional response to complaints is an effective means of encouraging communication, building trust and resolving issues for the betterment of all concerned.

Positive, clear, and effective procedures for resolving complaints between the College and community members can assist in building strong relationships, dispelling anxiety and, ultimately, providing students with a settled and happy learning environment.

## Purpose

This policy seeks to ensure that the College manages and responds to complaints in a way that:

- promotes the health, safety and wellbeing of students
- ensures consistent and fair complaints management
- improves the outcomes of complaints with a focus on collaboration and resolution
- meets its legal and regulatory obligations

## Scope

This policy relates to formal complaints raised by students, parents/guardians/carers or members of our College community. It applies to all matters relating to the College or the behaviour of any person within the College including employees, volunteers, contractors, families, students, subject to the below exclusions.

In the day to day running of the College, students, parents/guardians/carers may have queries, concerns or areas requiring clarification also. These matters are not considered complaints, and the College encourages its staff to work collaboratively with students, parents/guardians/carers and members of the College community to resolve informally with the wellbeing of the student at the centre. If a matter is unable to be resolved in this manner, then it may escalate to a complaint under this Policy and Complaint Handling Procedure.

## Matters outside scope of this policy

This policy does not relate to matters where there are existing rights (and processes) for review. This includes matters relating to criminal activities, fraud and corruption, legal claims, privacy, suspensions and expulsions, critical incidents, emergency management, criminal offences, the School Community Safety Order (SCSO) Scheme, the conduct of the clergy or other persons involved in religious ministry and employment matters. Please see below details for further information regarding the process for specific matters.

## Misconduct or serious misconduct

All complaints of alleged misconduct or serious misconduct by a teacher, staff member or volunteers should be reported to the College Principal.

Complaints about teachers can be reported also to the Victorian Institute of Teaching (VIT) – the regulator in relation to the registration and investigation of serious misconduct (including conduct, which is of a physical or emotional nature) of all teachers in the state of Victoria. If unsure whether the complaint constitutes serious misconduct by a teacher, contact the VIT on 1300 888 067 or [vit@vit.vic.edu.au](mailto:vit@vit.vic.edu.au).

In some cases, certain actions, which involve physical or emotional misconduct, such as unlawful assault or threats to the person, may constitute a criminal offence. These types of offences should be reported to and investigated by the police. Initial consultation with the College Principal may help to determine the appropriate course of action in these circumstances.

## Child abuse (including sexual offences)

Child abuse includes any instances of physical or sexual abuse (including grooming), emotional or psychological harm, serious or significant neglect and family violence involving a child.

Complaints of alleged child abuse (including sexual offences) of children or College students should be reported to the College Principal.

There are legal obligations on all adults to report child abuse to police once a reasonable belief is formed that a sexual offence may have been committed against a child. Failure to disclose a sexual offence against a child is a criminal offence under section 327 of the *Crimes Act 1958* (Vic.) (Crimes Act) and applies to all adults (18 years of age and over) in Victoria.

Communication with children under 16 years of age by teachers, staff or any other person to prepare or groom a child for future sexual activity is a criminal offence under section 49M(1) of the Crimes Act and must be reported to the police. The offence of grooming applies to any person aged 18 years or over and does not apply to communication between people, who are both under 18 years of age.

## Complaints relating to reportable conduct

Legal obligations are imposed on the MACS Head of Entity to report to the Commission for Child and Young People (CCYP), and investigate allegations of reportable conduct, where those allegations are based on a person's reasonable belief that reportable conduct or misconduct involving reportable conduct has occurred. Reportable conduct includes the following:

- sexual offences against, with or in the presence of a child
- sexual misconduct against, with or in the presence of a child
- physical violence against, with or in the presence of a child
- behaviour that causes significant psychological or emotional harm
- significant neglect.

Complaints relating to a reportable conduct allegation which meets the requisite threshold and, which involves a MACS employee (which can include a teacher, principal, volunteer or contractor, but not limited to) must be reported.

Complaints of reportable conduct in relation to an employee (other than a principal) at a MACS primary school or MACS secondary college should be reported to the school principal.

Complaints of reportable conduct involving a principal at a MACS primary school or MACS secondary college should be reported to the relevant regional general manager. Further information can be found in the College's [Reportable Conduct Policy](#).

### Complaints against the clergy or other persons involved in religious ministry

If the complaint relates to the clergy or other persons involved in religious ministry with the College, the complainant should contact and seek advice from the Professional Standards unit of the Vicar General's Office in the Archdiocese of Melbourne, 383 Albert Street, East Melbourne. Visit [www.melbournecatholic.org](http://www.melbournecatholic.org) or contact 03 9926 5677. If the person is a member of a religious order, the complainant should also contact the provincial head or professional standards office of that congregation or religious order.

### Information Sharing

The College is a prescribed Information Sharing Entity (ISE) that may share information under the Child Information Sharing Scheme (CISS) and the Family Violence Information Sharing Scheme (FVISS). As an ISE, the school may receive complaints from individuals in relation to its conduct as an ISE under the CISS or FVISS. Also, it may receive a complaint from another ISE.

The following information is recorded where a complaint is received under the CISS or FVISS:

- the date the complaint was made and received
- the nature of the complaint
- the action taken to resolve the complaint
- the action taken to lessen or prevent the issue from recurring
- the time taken to resolve the complaint
- further action taken if the complaint was not resolved

### Anonymous complaints

The College endeavours to address and respond to all complaints. In some situations, it may not be possible to fully address complaints that are made anonymously or without sufficient detail being provided to enable a review or resolution of the matter.

To ensure procedural fairness, respondents have a right to know the particulars of the allegations being made against them and be given an opportunity to respond to them.

Where possible, complainants are encouraged to give their names and to be reassured that we will deal with complaints professionally and in accordance with procedural fairness and confidentiality.

If the complainant wishes to remain anonymous, it is at the College Principal's discretion what, if any, action will be taken. Anonymous complaints will be recorded in the same manner that all other complaints are recorded.

## Policy

The College is committed to building a community that features positive and respectful relationships that support the learning and development of students and value the innate dignity of each person.

The College will promote the education and wellbeing of students and collaboration with their families and other members of the College community through a clear and accessible complaints process.

Positive outcomes can be achieved when everyone works together in good faith and in a respectful way.

The College is committed to empowering our students to participate and where possible, be a part of decision making that impacts their educational journey.

Complaints will be managed in a way that is culturally safe and sensitive to the diverse circumstances of students and their families, as well as providing support to vulnerable students and families.

Complaints will be taken seriously and responded to in a timely manner.

The College will abide by the principles of procedural fairness.

## Providing feedback to Emmaus College

Feedback from the College community is important to us. There are many avenues to provide feedback to College staff outside of this policy. These include:

- annual formal parent/guardian/carer survey
- formally scheduled parent/guardian/carer feedback forums
- meetings with the College Principal or other staff members to express concerns

## Roles, responsibilities and reporting

Role	Responsibility	Reporting requirement (if applicable)
Consideration of a complaint made to Emmaus College	College Principal may seek advice and direction from Regional General Manager	College Principal to record complaints in College complaints register
Consideration of a complaint made or escalated to the MACS regional office	Regional General Manager may seek advice from other business units at MACS or escalate to the Director – Learning and Regional Services	Regional General Manager to enter escalated complaints into Polonious
Consideration of a complaint about the College Principal escalated beyond the College	Escalation to MACS Executive Director (or the delegate of the Executive Director) in accordance with Complaints Handling Framework	Regional General Manager to enter escalated complaints into Polonious

## Procedures

Procedures for the processes used to manage complaints at the College are documented separately as the College Complaints Handling Procedures.

## Definitions

### Complaint

A formal expression of dissatisfaction with an action taken, decision made, service provided or handling of an issue.

## Complainant

The person or persons, who have raised a complaint with the College.

## Head of Entity

In accordance with section 3 of the *Child Wellbeing and Safety Act 2005 (Vic.)*, the head of an organisation is the person who is “primarily responsible for an organisation’s compliance with the Reportable Conduct Scheme. Except for in limited circumstances, the head of entity will be the chief executive officer of the entity (however described) or if there is no chief executive officer, the principal officer of the entity (however described) or if there is no chief executive officer or principal officer, a person or position nominated by the entity and approved by the Commission for Children and Young People” .

## Related policies and documents

### Supporting documents

Complaints Handling Procedures

### Related MACS policies

Bullying Prevention Policy

Child Safety and Wellbeing Policy

Child Safety and Wellbeing Recordkeeping Policy

Code of Conduct – Parent/Guardian/Carer

Complaints Handling Policy for MACS Schools

Privacy Policy

PROTECT – Identifying and Responding to Abuse – Reporting Obligations Policy

Reportable Conduct Policy

School Community Safety Order Scheme Internal Review Process

Suspension of Students Policy

School Expulsion of Students Policy

Whistleblower Policy

## Legislation and standards

*Child Wellbeing and Safety Act 2005*

*Crimes Act 1958*

*Education and Training Reform Regulations 2017*

## Policy information table

Responsible director	Director, Governance, Legal and Compliance
Policy owner	General Manager, Legal and Professional Standards
Approving authority	MACS Board
Assigned board committee	Child Safety and Risk Management
Approval date	October 2023
Risk rating	Extreme
Date of next review	June 2025
Publication details	CEVN, school website

Emmaus College Review	May 2025
Next Review	May 2028

<b>POLICY DATABASE INFORMATION</b>	
<b>Assigned framework</b>	Complaints and Complex Issues Framework
<b>Supporting documents</b>	Refer to the list of supporting documents above
<b>Superseded documents</b>	Complaints Handling Policy – v3.0 – 2022 Complaints Handling Policy – v2.0 – 2022 School Complaints Handling Policy – v1.0 – 2021
<b>New policy</b>	