

Working together with dignity & respect

WHEN YOU HAVE
A CONCERN, QUERY
OR COMPLAINT

**A GUIDE
FOR PARENTS
GUARDIANS &
CAREGIVERS**



ST JOSEPH'S
COLLEGE MILDURA

ENRIGHT CAMPUS

154 TWELFTH STREET, MILDURA VICTORIA 3500

MERCY CAMPUS

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ELEVENTH STREET, MILDURA VICTORIA 3500

VCAL CAMPUS

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ST JOSEPH'S
COLLEGE MILDURA

Working together with dignity & respect: a calm approach.

ST JOSEPH'S COLLEGE MILDURA IS COMMITTED TO PROVIDING A SAFE AND SUPPORTIVE ENVIRONMENT WHERE EVERYONE IS TREATED WITH RESPECT, FAIRNESS AND DIGNITY. WE ACKNOWLEDGE THAT PARENTS, GUARDIANS AND CAREGIVERS CAN AT TIMES FEEL CONCERNED ABOUT THEIR CHILD'S EDUCATION OR EVENTS WHICH MAY BE HAPPENING AT THE SCHOOL.

Our Values:

1>

We take complaints and concerns seriously and treat them in confidence.

2>

We respond courteously and efficiently to all concerns within a reasonable timeframe.

3>

We take appropriate action towards resolution with the full knowledge of all parties concerned.

Questions you may have:

I have a concern. Who should I speak to?

We encourage you to speak with us about any concern you might have. We want to help.

- **First**, decide whether the issue is a query, a concern or a complaint.
- **Next**, try to explain the issue clearly. List all information in detail to assess the scope of the issue.
- **Finally**, contact the College and communicate your concerns calmly to facilitate mutual understanding.

How should I register my concern?

IN PERSON

Contact St Joseph's College either in person or via phone. Ask to speak with the Home Room teacher first. Alternatively you may wish to contact the House Leader, Head of School or a Deputy Principal about your concern.

IN WRITING

Send an email to the appropriate person. Include as much detail as possible. Please also include your name, your child's name and your child's Homeroom.

What will happen next?

If you raise a concern in person it may be possible to resolve the matter immediately and to your satisfaction. If you have made a concern or complaint in writing we will endeavour to respond to your concerns as soon as possible.

In some circumstances, the person you contact will need to discuss the matter further with other staff. You may be invited to a meeting to discuss your concerns.

Who decides on the outcome?

In most circumstances, the relevant staff member will decide on the outcome, following investigation and consultation with all relevant parties.

Depending on the results of the investigation, third parties may need to be involved. They may have greater jurisdiction in certain areas, and their ruling may take precedence.

What if I am not satisfied with the outcome?

We hope that you and your child will feel satisfied with the outcome, or at least that your concerns have been fully and fairly considered. It is sometimes necessary for the Principal to facilitate an outcome that considers the welfare of all parties concerned.

If you require further support or advice you may wish to contact Mercy Education or the Catholic Education Office, Ballarat.

What about confidentiality?

Your complaint or concern will be treated in a confidential manner and with respect.

It is the College's policy that complaints made by parents/guardians/caregivers should not rebound adversely on you or on your child's education.

Confidentiality shall be maintained at every stage, with communication limited to those people who need to be informed in order to resolve the concern.

Occasionally, it may be necessary to make third parties outside the College aware and possibly identify those involved. This would only be likely to happen where, for example, the safety of your child or yourself was at risk, or it became necessary to refer the matter to the police. If necessary, Child Safe procedures will be enacted to protect any student in physical or emotional danger.

You would be fully informed and involved in the unlikely event that the actions above became necessary.

While information relating to specific concerns will be kept confidentially on file, anonymous complaints may not be pursued.

The Principal handles action taken under staff disciplinary procedures in a confidential manner within the College.