COMPLAINTS AND GRIEVANCE POLICY

Proprietor	Global Village Learning Ltd (ABN 52 090 773 470)
School	Global Village Learning, New Gisborne Campus
Policy owner	Board of Directors
Responsible officer	Executive Director, with Campus Lead for day-to-day implementation
Date adopted	March 2022 (reviewed October 2026)
Review cycle	Every two years
Next review	October 2028
Regulatory context	Education and Training Reform Act 2006 (Vic); Education and Training Reform Regulations 2017 (Vic); VRQA Minimum Standards; Ministerial Order No. 1359 – Implementing the Child Safe Standards; Privacy Act 1988 (Cth)

1. Purpose of this Policy

Global Village Learning understands that from time to time parents, external organisations and other stakeholders may be dissatisfied, have a concern or have a complaint in relation to a decision taken or an action or activity for which the school is responsible. Where possible, the school encourages such concerns to be identified and resolved speedily and informally. This Policy is designed to apply when that proves more difficult and a formal process is required.

The purpose of this Policy is to set out the principles, guidelines and procedures governing the school's approach to the resolution of complaints and grievances. The Policy, together with the procedural documents listed in section 9, should be read and understood by all Guides and by those wishing to make a complaint.

Bullying complaints or concerns will be handled as outlined in the Bullying Prevention Policy and the Young Person Wellbeing and Engagement Policy.

2. Principles

2.1 The school believes that Guides, parents and young people are committed to working closely together to provide the best educational opportunities for every young person. The school is committed to the development of professional, trusting and cooperative relationships between the school, parents and the school community.

2.2 The school seeks the assurance from members of its school community that complaints do not give rise to victimisation or reprisal.

2.3 The school believes that complaints are an important way in which parents and the school community can provide the school with feedback and so form the basis for future improvements.

2.4 The school is committed to child safety and has a zero tolerance of child abuse. In the context of this Policy, the response to a complaint relating to child safety, particularly any in relation to young people with disabilities, young people from linguistically and culturally diverse backgrounds, and young people who are vulnerable, will be given the highest priority and attention.

2.5 It is not always possible to respond to complaints received from an anonymous source. The school will always act when anonymous concerns about child safety are raised.

2.6 Vexatious, trivial or previously finalised grievances will not be pursued by Global Village Learning.

2.7 The complaints and grievances policy and procedures are intended to be conciliatory, non-adversarial and non-legal.

2.8 Confidentiality will be maintained, to the extent that is consistent with legislative requirements and the other principles outlined in this section.

3. Principles governing how complaints are handled

3.1 In resolving a complaint, the school will give priority to the young person's wellbeing and educational needs.

3.2 The school will respond to all formal complaints in a timely manner. Parents or Guides will be kept informed of the progress of their complaint, particularly when the complaint is complex and may take time to resolve.

3.3 The school will ensure that the complaint procedure is responsive and flexible. Parents or Guides are able to make a complaint in person, by phone or in writing. The school will provide support with specific needs, including language translation.

3.4 The school is committed to natural justice. The school will ensure that all those involved in the complaint procedure will be able to put forward their point of view and will be treated with dignity and respect.

3.5 The school will endeavour to respond to each complaint in a fair, objective and unbiased manner. Anyone involved in the complaint will be required to declare any conflicts of interest.

3.6 The school is committed to acting in a confidential manner and expects that parents involved in the complaint will show similar respect for the process and for others involved.

3.7 The complaints procedures will be restricted to dealing with the matter raised by the complaint and not with any other matters.

3.8 The school may determine that a complaint is vexatious or spurious. When this is the case, the person making the complaint will be informed in writing of the decision.

3.9 The school will ensure any actions, outcomes and the resolution of a complaint are well documented, kept on file and that the parents or Guides concerned have a copy of the final decisions.

3.10 The school will ensure that the handling of complaints does not contravene the school's Data Management Policy.

3.11 Where possible, the school encourages concerns to be identified and resolved speedily and informally with the Guide most directly involved.

3.12 Where the concern has not been resolved to the satisfaction of the parties through the informal process, a formal complaint under the auspices of this Policy may be made to the Executive Director.

3.13 If the complaint is about the decisions, actions or activities of the Executive Director, a formal complaint should be made to the Chair of the governing board.

3.14 Any appeals process should be addressed to the Chair and will be handled by the governing board.

4. What issues are covered by this Policy?

Issues that might be considered under this Policy include:

- a breach of the obligations by the school in relation to the democratic principles as set out in the Education and Training Reform Regulations 2017 (Vic)
- availability of information about the school's performance

- the right of a parent or young person to access information about the young person's achievement
- decisions, actions or activities for which the school is responsible, and which are thought to go against the spirit of the school's mission and values or which are alleged to be inequitable or procedurally unfair
- perceived personal concerns that impact school-related interpersonal relationships.

What is not a complaint: a request for information, or a complaint about something which Global Village Learning has no responsibility for.

5. Scope

5.1 This Policy applies to all concerns received by parents or Guides of Global Village Learning.

5.2 This Policy does not apply to young people. The school has created an internal Young Person Resolution Process for young people to use when something goes wrong or is difficult for them.

6. Breach of policy

Any breach of school policy will be considered under this Policy by the Executive Director and will be dealt with on a case-by-case basis.

7. Legal and regulatory basis for compliance

- Education and Training Reform Act 2006 (Vic)
- Education and Training Reform Regulations 2017 (Vic)
- Victorian Registration and Qualifications Authority (VRQA) Minimum Standards
- Ministerial Order No. 1359 – Implementing the Child Safe Standards – Managing the Risk of Child Abuse in Schools and School Boarding Premises
- Privacy Act 1988 (Cth).

8. Roles and responsibilities

8.1 The governing board is responsible for: determining this Policy and reviewing it at the scheduled review date; responding to any formal complaint raised that relates to the Executive Director; and responding to an appeal if that is lodged in relation to an unresolved formal complaint.

8.2 The Executive Director is responsible for: determining the complaints procedures and ensuring that they are implemented in a way that is consistent with this Policy; ensuring the complaints policy is communicated to parents and the wider school community via the website, with copies also available from the school office; responding to a formal complaint brought under this Policy; and retaining a register of formal complaints, listing the date, subject and resolution, for reporting to the governing board on an annual basis and to be available to the VRQA as required.

8.3 Guides are responsible for: responding to and resolving concerns and complaints raised informally, and responding to concerns raised by young people.

9. Related policies

- Child Safety and Wellbeing Policy
- Child Safety Code of Conduct
- Child Safety Responding and Reporting Obligations Policy and Procedures
- Bullying Prevention Policy

- Young Person Wellbeing and Engagement Policy
- Data Management Policy.

10. Policy review

The governing board will review this Policy and monitor its implementation, including the register of complaints, on a biennial basis.

Endorsement

Endorsement by Board	October 2026
Review date	October 2026
Next review date	October 2028