COMMUNITY COMPLAINTS AND FEEDBACK POLICY

INTRODUCTION

Victory Christian College (VCC) is committed to fostering a Christ-centred culture of respect, transparency, and continuous improvement. We recognise that students, parents, and other members of the College community may, from time to time, have concerns or feedback relating to College decisions, communication, or experiences.

Where appropriate, the College encourages respectful, direct conversations as a first step, guided by the words of Jesus in Matthew 18:15–16:

> "*If one of my followers sins against you, go and point out what is wrong. But do it in private, just between the two of you. If that person listens, you have won back a follower. But if that one refuses to listen, take along one or two others.*"

However, the College also recognises that not all concerns can or should be resolved privately. This policy outlines a range of respectful and fair pathways - both informal and formal - for raising concerns. These pathways reflect the College's Christian values and commitment to restoration, dignity, and procedural fairness.

SCOPE

This policy applies to complaints and feedback raised by students, parents, carers, and other community members regarding:

- College decisions, communication, or administrative processes
- Interactions with staff or other members of the College community
- Concerns about student wellbeing or behaviour (excluding child safety matters)
- General feedback or suggestions for improvement

Matters Outside the Scope of This Policy

This policy does not apply to:

- Child safety concerns: Allegations of abuse, grooming, neglect, or misconduct involving children must be reported under the College's Child Protection and Reportable Conduct policies, in accordance with mandatory reporting laws.
- Staff grievances: These are managed under the Staff Complaints and Grievances Policy.
- Legal or regulatory breaches: Matters involving discrimination, harassment, or criminal behaviour may be referred to external authorities.

AIMS

- To provide respectful and transparent pathways for raising concerns or feedback.
- To promote resolution through dialogue, restoration, and procedural fairness.
- To support continuous improvement in College practices and communication.

IMPLEMENTATION

- The College encourages respectful resolution through appropriate channels.
- Where concerns involve other students or parents, staff will assess the nature and impact of the issue to determine whether it is suitable for informal support, pastoral care, or formal review.
- Not all interpersonal concerns require formal intervention; however, the College remains committed to addressing serious matters with discretion and care.
- All concerns will be assessed and addressed in accordance with the principles of procedural fairness.
- All complaints will be treated with discretion. Documentation may be kept where appropriate, in accordance with privacy legislation and College recordkeeping practices.

Resolution Pathways

Informal Resolution

Where appropriate, community members are encouraged to raise concerns directly with the relevant staff member or leader. This may include:

- Speaking with a teacher, Year Level Coordinator, or Sub-School Head.
- Contacting the College Office for administrative matters.
- Requesting a meeting to clarify concerns or provide feedback.

Informal resolution is suitable for concerns that are relational, low-risk, or based on misunderstanding. These approaches aim to restore trust and promote unity.

Formal Resolution

If informal resolution is not appropriate or unsuccessful, a formal complaint may be submitted in writing to:

- The Principal
- A Deputy Principal
- The Board Chair, if the matter involves governance or remains unresolved

Formal complaints will be reviewed and investigated in accordance with the principles of procedural fairness. Community members may request a support person during meetings.

Procedural Fairness

VCC is committed to ensuring procedural fairness in the handling of community complaints. All individuals have the right to:

- Be informed of the concerns or allegations raised.
- Have matters considered by a reasonable and unbiased decision-maker.
- Be given an opportunity to respond before any outcome is determined.
- Have any information they provide reasonably considered.
- Seek support or representation during formal processes.
- Request a review or appeal of an outcome, where appropriate.

Possible Outcomes

Depending on the nature of the complaint, outcomes may include:

- Clarification or apology.
- Changes to communication or practice.
- Mediation or facilitated discussion.
- Referral to another policy or external authority.
- No further action, where the complaint is unsubstantiated or resolved informally.

Appeals

If a complainant is dissatisfied with the outcome of a formal complaint, they may request a review or appeal. Appeals should be submitted in writing to the Principal or Board Chair (as appropriate), outlining the reasons for the request.

The College will consider appeals in light of procedural fairness, the nature of the original complaint, and any new information provided.

In some cases, the complainant may be referred to an external body such as the organisations listed below.

SUPPORT FOR SCHOOL COMMUNITIES

Outside assistance and advice for all parties can be sought through relevant support bodies such as those listed below.

Australian Human Rights Commission – National Information Services Phone: 1300 656 419 https://humanrights.gov.au/our-work/complaint-information-service/make-enquiry	**Independent Schools Victoria** Phone: (03) 9825 7200 E-mail: enquiries@is.vic.edu.au
Victorian Equal Opportunity Commission Phone: 1300 292 153 enquiries@veohrc.vic.gov.au	

RELEVANT RESOURCES AND LEGISLATION

- Charter of Human Rights and Responsibilities Act 2006 (Vic)
- Child Wellbeing and Safety Act 2005 (Vic) – Reportable Conduct Scheme
- Education and Training Reform Act 2006 (Vic)
- Equal Opportunity Act 2010 (Vic)
- Occupational Health and Safety Act 2004 (Vic)
- Privacy and Data Protection Act 2014 (Vic)
- Victorian Equal Opportunity and Human Rights Commission

RELATED POLICIES, PROCEDURES AND OTHER DOCUMENTS

- Child Protection- Failure to Disclose Policy
- Child Protection- Failure to Protect Policy
- Child Protection- Grooming Policy
- Child Protection- Mandatory Reporting Policy
- Child Safety and Wellbeing Policy
- Child Safety Code of Conduct
- Enrolment Policy
- Parent Code of Conduct
- Privacy Policy
- Respectful Workplace Policy
- Safe Workplace Policy
- Student Code of Conduct
- Statement of Faith

APPENDICES

1. Summary of Community Complaints Processes

POLICY DEVELOPMENT AND MANAGEMENT

Version	1.0
Date of Approval	20/10/2025
Approved By	VCC Board
Review Date	20/10/2028

APPENDIX ONE: SUMMARY OF COMMUNITY COMPLAINTS PROCESSES

Informal Community Complaints Process

Step	Action	Details
1	Concern Raised	A student, parent, or community member experiences a concern or has feedback.
2	Direct Contact (Where Appropriate)	They may speak directly with the relevant staff member or contact the College Office.
3	Seeking Support	If needed, they may seek support from a Year Level Coordinator, Sub-School Head, or Deputy Principal.
4	Informal Resolution	The concern may be resolved through conversation, clarification, or pastoral support.
5	Escalation (if unresolved)	If the concern cannot be resolved informally, a formal complaint may be submitted.

Formal Community Complaints Process

Step	Action	Details
1	Complaint Submitted	A written complaint is submitted to the Principal, Deputy Principal, or Board Chair.
2	Acknowledgement & Review	The complaint is acknowledged and reviewed to determine next steps.
3	Investigation (if required)	The College may conduct an investigation, applying procedural fairness.
4	Outcome	The complainant is informed of the outcome. Actions may include clarification, apology, changes to practice, or referral.
5	Appeal (if dissatisfied)	If the complainant is not satisfied, they may request a review or be referred to an external body.