



COMPLAINTS POLICY

HELP FOR NON-ENGLISH SPEAKERS



If you need help to understand this policy, please contact the General Office on 9581 5200 or via email on mentone.girls.sc@education.vic.gov.au.

PURPOSE

The purpose of this policy is to explain how Mentone Girls' Secondary College manages complaints from parents, carers, students and members of the community.

This policy ensures that complaints are managed in a fair, respectful and timely manner, consistent with Department of Education expectations.

SCOPE

This policy applies to all complaints relating to the operations of Mentone Girls' Secondary College, including those made by:

- students
- parents and carers
- staff
- members of the community
- This policy does not apply to matters where there are separate processes, including:
 - student discipline or academic decisions
 - employment matters
 - criminal matters

POLICY

Mentone Girls' Secondary College is committed to managing complaints in a way that:

- is fair, respectful and transparent
- supports positive relationships
- resolves concerns as quickly as possible
- protects the safety and wellbeing of students and staff



We encourage members of our community to raise concerns early so they can be addressed promptly.

RAISING A COMPLAINT

Complaints can be made:

- in person
- by phone via the College on 9581 5200
- by email
- in writing

Where appropriate, concerns should first be raised directly with the relevant staff member. If the matter is not resolved, it can be escalated to a member of the leadership team.

MANAGING COMPLAINTS

When managing complaints, Mentone Girls' Secondary College will:

- acknowledge the complaint in a timely manner
- assess the complaint and determine the appropriate response
- gather relevant information
- communicate with the complainant about the process
- aim to resolve the complaint as quickly as possible

Confidentiality and privacy

- handle complaints confidentially where possible
- manage information in accordance with privacy laws
- only share information where necessary to resolve the complaint

Unreasonable conduct

Unreasonable conduct may include:

- aggressive or threatening behaviour
- abusive or disrespectful communication
- unreasonable demands or persistence

Where unreasonable conduct occurs, the school may:

- implement communication protocols
- limit contact methods
- take further action if required

Outcomes



Outcomes of complaints may include:

- explanation of decisions
- acknowledgement of concerns
- changes to processes or practices
- other appropriate actions

Escalation

If a complainant is not satisfied with the outcome, they may contact the Department of Education on 1800 338 663.

COMMUNICATION

- policy available on school website
- included in staff induction processes
- shared through school communications

RELATED POLICIES

- Child Safety and Wellbeing Policy
- Child Safety Code of Conduct
- Child Safety Responding and Reporting Obligations Policy & Procedures
- Student Wellbeing and Engagement Policy

POLICY REVIEW AND APPROVAL

Policy last reviewed	May 2026
Consultation	School Council
Approved by	Principal
Next scheduled review date	May 2028