



Point Cook P-9 College acknowledges that issues or concerns can cause stress or worry for students and impact their wellbeing and learning. Point Cook P-9 College encourages our students to raise issues or concerns as they arise so that we can work together to resolve them.

Students with a concern or complaint can raise them with a trusted adult at school, for example, with their classroom teacher, Year Level Leader, Wellbeing staff and Education Support staff. This person will take your concern or complaint seriously and will explain to you what steps we can take to try to resolve the issue and support you.

You can also ask your parent, carer or another trusted adult outside of the school, to talk to us about the issue instead. Information about our parent/carer complaints and concerns process is outlined further below. The parent/carer process also applies to students who are mature minors, refer to: Mature Minors and Decision Making.

Other ways you can raise a concern or complaint with us include:

- talking to a member of the student representative council about your concern and any suggestions you have for resolving it
- participating in our Attitudes to School Survey (for Grades 4-6)

Further information and resources to support students to raise issues or concerns are available at:

- Report Racism Hotline (call 1800 722 476) this hotline enables students to report concerns relating to racism or religious discrimination
- Reach Out
- Headspace
- Kids Helpline (call 1800 55 1800)
- Victorian Aboriginal Education Association (VAEAI)

Point Cook P-9 College encourages parents, carers or members of the community who may wish to submit a complaint to:

- carefully consider the issues you would like to discuss
- remember you may not have all the facts relating to the issues that you want to raise
- think about how the matter could be resolved
- be informed by checking the policies and guidelines set by the Department and Point Cook P-9 College found at https://www.pcc.vic.edu.au/page/5/College-Policies-.

You are welcome to have a support person to assist you in raising a complaint or concern with our school. Please advise us if you wish to have a support person to assist you, and provide their name, contact details, and their relationship to you.

Point Cook P-9 College is always happy to discuss with parents/carers and community members any concerns that they may you to ensure that your concerns are appropriately addressed.

Where concerns cannot be resolved in this way, parents or community members may wish to make a formal complaint to the Sub School Principal, noting that formal complaints should be direc

If you would like to make a formal complaint, in most cases, depending on the nature of the complaint raised, our school will first seek to understand the issues and will then convene a resolution meeting with the aim of resolving the complaint together. The following process will apply:

Please either email, telephone or arrange a meeting through the front office with the Sub School Principal, to outline your complaint so that we can fully understand what the issues are. We can discuss your complaint in a way that is convenient for you, whether in writing, in person or over the phone.

Depending on the issues raised in the complaint, the Sub School Principal, or nominee may need to gather further information to properly understand the situation. This process may also involve speaking to others to obtain details about the situation or the concerns raised.

Where possible, a resolution meeting will be arranged with the Sub School Principal/Principal to discuss the complaint with the objective of reaching a resolution satisfactory to all parties. If after the resolution meeting we are

Our school also follows Department policy to ensure that record-keeping, reporting, privacy and employment law obligations are met when responding to complaints or concerns.

This policy will be communicated to our school community in the following ways:

Available publicly on school website

- Included in staff induction processes
- Included in transition and enrolment packs
- Discussed at parent information nights/sessions
- Annual reference in school newsletter
- Discussed at student forums/through communication tools
- Hard copy available from school administration upon request
- Complaints Parents
- Raise a complaint or concern about your school
- Report racism or religious discrimination in schools

All Point Cook P-9 College Policies and Action Plans can be found at htt Bsp of the Will 1.964 5841.9 uion Plans can be found Action Plans can be found Action Plans can be found at htt Bsp of the Will 1.964 5841.9 uion Plans can be found Action Plans can be found at htt Bsp of the Will 1.964 5841.9 uion Plans can be found Action Plans can be found at htt Bsp of the Will 1.964 5841.9 uion Plans can be found Action Plans can be found at htt Bsp of the Will 1.964 5841.9 uion Plans can be found Action Plans can be found at htt Bsp of the Will 1.964 5841.9 uion Plans can be found Action Plans can be found at htt Bsp of the Will 1.964 5841.9 uion Plans can be found Action Plans can be found