



Complaints Resolution Policy

Trek Learning Centre acknowledges that we gather, work, learn and play on the lands of the Wurundjeri people of the Kulin Nations and pay our respects to Elders past, present and emerging.



Help for non-English speakers

If you need help to understand the information in this policy please contact Meg Yates admin@treklearningcentre.org

1. Purpose

This Policy outlines the complaints process at Trek Learning Centre so staff, volunteers, contractors, children, young people, families and other individuals are informed of how they can raise complaints or concerns about issues arising in our organization.

It ensures that all complaints and concerns regarding Trek Learning Centre are managed in a timely, effective, fair and respectful manner.

2. Scope

This policy relates to complaints brought by staff, volunteers, contractors, children, young people, families and other individuals involved in our organization and applies to all matters relating to our organisation

In some limited instances, we may need to refer a complainant to another policy or area if there are different processes in place to manage the issue including:

- Criminal matters will be referred to Victorian Police
- Complaints and concerns relating to child abuse will be managed in accordance with our Child Safety Responding and Reporting Obligations Policy and Procedures

3. Policy

Trek Learning Centre welcomes feedback, both positive and negative, and is committed to continuous improvement. We value open communication with our staff, volunteers, contractors, children, young people, families and other individuals involved in our organization and are committed to understanding complaints and addressing them appropriately. We recognise the complaints process provides an important opportunity for reflection and learning.

We value and encourage open and positive relationships with our community. We understand that it is in the best interests of children and young people for there to be a trusting relationship between all parties involved.

When addressing a complaint, it is expected that all parties will:

- be considerate of each other's views and respect each other's role
- be focused on resolution of the complaint, with the interests of the child / young person involved at the centre
- act in good faith and cooperation
- behave with respect and courtesy
- respect the privacy and confidentiality of those involved, as appropriate
- operate within and seek reasonable resolutions that comply with any applicable legislation and organisation policy.
- recognise that Trek Learning Centre may be subject to legal constraints on their ability to act or disclose information in some circumstances.

Complaints and concerns process for children and young people

Trek Learning Centre acknowledges that issues or concerns can cause stress or worry for children or young people impact their wellbeing and learning. Trek Learning Centre encourages the children and young people who attend our organisation to raise issues or concerns as they arise so that we can work together to resolve them.

Children or young people with a concern or complaint can raise them with a trusted adult at Trek Learning Centre or an external trusted support who is able to provide advocacy around a complaints process. Trek Learning Centre 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.

Further information and resources to support children and young people 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)
- AskIzzy <http://askizzy.org.au/>

Complaints and concerns process for staff, volunteers, parents, carers and other individuals involved in our organization

Trek Learning Centre encourages staff, volunteers, parents, carers or other individuals involved in our organization 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

Support person

You are welcome to have a support person to assist you in raising a complaint or concern with our organisation. 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.

Raising a concern

Trek Learning Centre is always happy to discuss with staff, volunteers, parents, carers or other individuals involved in our organization any concerns that they may have. Concerns in the first instance should be directed to Meg Yates Chief Executive Officer meg@treklearningcentre.org

Making a complaint

Where concerns cannot be resolved in this way, parents or community members may wish to make a formal complaint to Meg Yates Chief Executive Officer meg@treklearningcentre.org

If you would like to make a formal complaint, in most cases, depending on the nature of the complaint raised, Trek Learning Centre 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:

- 1. Complaint received:** Please either email, telephone or arrange a meeting 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.
- 2. Information gathering:** Depending on the issues raised in the complaint Trek Learning Centre 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.
- 3. Response:** Where possible, a resolution meeting will be arranged to discuss the complaint with the objective of reaching a resolution satisfactory to all parties. If after the resolution meeting we are unable to resolve the complaint together, we will work with you to produce a written summary of the complaint in the event you would like to take further action about it. In some circumstances, Trek Learning Centre may determine that a resolution meeting would not be appropriate. In this situation, a response to the complaint will be provided in writing.
- 4. Timelines:** Trek Learning Centre will acknowledge receipt of your complaint as soon as possible and will seek to resolve complaints in a timely manner. Depending on the complexity of the complaint, Trek Learning Centre may need some time to gather enough information to fully understand the circumstances of your complaint.

Please note that unreasonable conduct (e.g. vexatious complaints) may need to be managed differently to the procedures in this policy.

Resolution

Where appropriate, Trek Learning Centre may seek to resolve a complaint by:

- an apology or expression of regret
- a change of decision
- a change of policy, procedure or practice
- other actions consistent with organisation values that are intended to support the child, young person, staff, volunteers, parents, carers or other individuals involved in our organization relationship, engagement, and participation in the school community.

In some circumstances, Trek Learning Centre may also ask you to attend a meeting with an independent third party, or participate in a mediation with an accredited mediator to assist in the resolution of the dispute.

Escalation

If you are not satisfied that your complaint has been resolved by Trek Learning Centre, or if your complaint is about the Chief Executive Officer and you do not want to raise it directly with them, then the complaint should be referred to the Board of Directors by contacting Kathryn Lord- <kathlord72@aol.com>

Trek Learning Centre may also refer a complaint to the Board of Directors if we believe that we have done all we can to address the complaint.

Record keeping and other requirements

To meet organisation and legal requirements, Trek Learning Centre must keep written records of:

- Serious, substantial or unusual complaints
- Complaints relating to the Child Information Sharing Scheme and Family Violence Information Sharing Scheme, to meet regulatory requirements - refer to Child and Family Violence Information Sharing Schemes for further information

Trek Learning Centre also follows record-keeping, reporting, privacy and employment law obligations are met when responding to complaints or concerns.

Communication

This policy is communicated by:

- Included in staff induction processes
- Included in transition and enrolment packs
- Hard copy available upon request