
Purpose

The purpose of this policy is to:

- provide an outline of the complaints process at Brunswick Secondary College so that parents and members of the community are informed of how they can raise complaints or concerns about issues arising at our school
- ensure that all complaints regarding Brunswick Secondary College are managed in a timely, effective, fair and respectful manner

Scope

The purpose of this policy is to:

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Policy

Brunswick Secondary College welcomes feedback - positive, constructive and negative - and is committed to continuous improvement. We value open communication with our families and are committed to understanding complaints and addressing them appropriately. We recognise that the complaints process provides an important opportunity for reflection and learning.

We value and encourage open and positive relationships with our school community. We understand that it is in the best interests of students for there to be a trusting relationship between families and our school.

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

- raise and discuss issues in a courteous and respectful manner
- acknowledge that the goal is to achieve an outcome that is in the affected student's best interests and acceptable to all parties
- act in good faith and respect the privacy and confidentiality of those involved, as appropriate
- recognise that all parties, including the broader school community, have rights and responsibilities that must be balanced
- recognise that schools and the Department may be subject to legal constraints on their ability to act or disclose information in some circumstances

Complaints process

Brunswick Secondary College supports the discussion of any concerns that parents, carers, students and community members may have.

Concerns in the first instance should be directed to your child's Home Group teacher, Year Level Coordinator or Sub-school Leader. Wege sCsCs.-5cion o

Complaints Process



Policy Review and Approval

Policy last reviewed	October 2022
Approved by	Principal
Next scheduled review date	October 2025