



Genazzano FCJ College

Complaints Policy

Rationale

Genazzano FCJ College is governed by the College Council under the auspices of FCJ Education Australia. The Society of the Faithful Companions of Jesus (FCJ Society) according to Canon Law is the canonical authority for FCJ education. Genazzano FCJ College policies and procedures are developed to meet the governance accountabilities of FCJ Education Australia. As a Catholic College in the FCJ tradition, Genazzano FCJ College is committed to working in solidarity with the Catholic education authority in the Archdiocese of Melbourne. Genazzano FCJ College is a Catholic day and boarding school. The boarding premises are located at Hopetoun Hall. The College embodies the charism of Marie Madeleine d'Houët, the founder of the Faithful Companions of Jesus. The College shares with its community a future-oriented and distinctive learning culture guided by reflection, wisdom, and service, empowering children and young people to transform the world with hope and care. Each person's dignity is an essential element in how the College lives out its vision and promotes the safety, wellbeing, and inclusion of all children and young people.

Scope

Genazzano FCJ College understands that complaints can arise regarding aspects of the College's operation of programs and activities including the Genazzano FCJ Boarding House. It is important that all members of the community have the opportunity to be heard. Genazzano FCJ College commits to ensuring procedural fairness is observed when dealing with complaints and grievances. Positive, clear, and effective procedures and processes for resolving complaints between the College and community members assist in building strong relationships, dispelling anxiety, and ultimately providing students with a settled and happy learning environment.

Genazzano FCJ College, Codes of Conduct for staff, parents/guardians, students, and boarders outline the expectations for behaviour for members, current and former of its community and are published on GenConnect. The following procedures relate to any concerns that members of the community including current and former staff, parents, guardians, carers, students, contractors, agents, volunteers, and Homestay providers may have.

Communication of this Policy

The Complaints Policy is publicly available on the Genazzano FCJ website and can also be accessed by staff, parents/guardians, and students on College's Learning Management System, GenConnect under the Policy Tile. The Genazzano Hopetoun Hall parent information booklet and the International Students handbook also contains a reference to this policy and where it can be located.

Complaint Definition

A complaint is any expression of dissatisfaction made to the College by a parent /guardian/student or a member of the community, and where a response or resolution is explicitly or implicitly expected by the complainant. This could relate to but is not limited to issues regarding the practice of teaching, the College's operations or behaviour of staff at the College, or any matter deemed to be significant.



The College accepts that complaints may either be formal or informal. An informal complaint is generally less serious in nature and may arise from a stakeholder (e.g., a parent) having a contrary view to the College and/or a College decision. The complainant will generally not require a formal investigation into the complaint, in these instances. Any other complaint should be deemed as a formal complaint.

Enabling Structures – How to Make a Complaint

Misconduct or serious misconduct

All complaints of alleged misconduct or serious misconduct by a teacher or staff member should be reported to the Principal of Genazzano FCJ College (principal@genazzano.vic.edu.au).

Child abuse (including sexual offences)

All complaints of alleged child abuse (including sexual offences) of a school student should be reported to the Principal of Genazzano FCJ College (principal@genazzano.vic.edu.au).

There are legal obligations on all adults to report child abuse to Police once a reasonable belief is formed that a sexual offence has been committed against a child. Failure to disclose a sexual offence against a child is a criminal offence under section 327 of the Crimes Act 1958 (Vic.) and applies to all adults (18 years of age and over) in Victoria.

Communication with children under 16 years of age by teachers, staff, or any other person to prepare or 'groom' a child for future sexual activity is a criminal offence under section 49M (1) of the Crimes Act and must be reported to the Police. The offence of grooming applies to any person aged 18 years or over and does not apply to communication between people who are both under 18 years of age. For further information, refer to the Genazzano FCJ College Child Protection Policy and Reporting obligations saved on GenConnect.

Complaints relating to the Principal

In the case of a complaint relating to the Principal of Genazzano FCJ College, the Chair of the College Council is to be informed.

Complaints relating to the clergy or other religious persons

If the complaint relates to the clergy or other religious persons, the complainant is to contact and seek advice from the Victorian Professional Standards Office 1800 816 030.

Please note if the priest or religious person is a member of a religious order, the complainant is to also contact the Province Leader or Professional Standards Office of that congregation or religious order or the Archdiocese of Melbourne 03 9926 5677.

Complaints related to International Students

The complainant is to refer to the International Student Grievance Policy or International Students Complaints and Appeals process for further specific details or additional support available under the ESOS Act.

Complaints related to curriculum issues

In the first instance, raise the matter via email with the subject teacher. Complainants are strongly discouraged from sending or discussing confidential, contentious, or emotional information by email. This is best done via a meeting or phone call.

Complaints related to wellbeing and pastoral care issues

Where this complaint relates to a student in the first instance, raise the matter via email with the child's Homeroom teacher and/or the Director of Boarding.



Where this complaint relates to a College staff member in the first instance raise the matter via email with the direct line manager.

Complaints related to occupational health and safety issues and infrastructure

In the first instance, raise the matter via email using principal@genazzano.vic.edu.au. The complaint will be directed to the correct staff member within the College who will contact the complainant.

Complaints related to the College's decision making processes or philosophy

In the first instance, raise the matter via email using principal@genazzano.vic.edu.au. The complaint will be directed to the correct staff member within the College who will contact the complainant.

Anonymous complaints

Genazzano FCJ College will endeavour to address and respond to all complaints. In some situations, Genazzano FCJ College might not respond to complaints that are made anonymously and lack sufficient detail to enable an investigation or resolution of the matter. To ensure procedural fairness, respondents have a right to know the particulars of the allegations being made against them and be given an opportunity to respond to them.

Procedures for informal and formal complaints and resolutions

Genazzano FCJ College has developed and maintains a fair, effective, and efficient complaint handling procedure so that complaints about events or decisions at Genazzano FCJ College are addressed. The following steps can guide the procedure in making a complaint about issues arising at Genazzano FCJ College.

Informal resolution procedures

After receiving a complaint, the staff member will acknowledge the complainant's email within two working days. An informal discussion or email exchange between the parties will usually address the complaint. At times, parties may be assisted to resolve a misunderstanding, miscommunication, or lack of clarity through the support of another person, such as another member of the College Leadership group. Where this is required the staff member will explain this to the complainant and establish dates and times for both parties to meet and clarify when the complainant can expect to hear further information or have a resolution. If the matter cannot be resolved informally or if the complainant wishes then they can escalate their concern and make a formal complaint.

Formal resolution procedures

When a complaint cannot be resolved informally, or if the complainant wishes to make a formal complaint, then the complainant can contact a member of the College Leadership group via email or inform the Principal using the Complaints and Grievances Form. (Appendix One)

Genazzano FCJ College has developed and maintains a fair, effective, and efficient complaint-handling procedure so that complaints can be addressed. The following steps can guide the procedure when making a complaint about issues arising at Genazzano FCJ College.

In all cases:

- Confidentiality is respected.
- The complainant is not victimised as a result of a complaint being made.
- The complainant may be accompanied to meetings by another person of their choice as a support person. The complainant is requested to notify the College in advance if they wish to bring a support person to the meeting.



- Enables in all cases the person against whom the complaint has been enabled to respond and to be accompanied to a meeting by a person.
- When a formal complaint is received, it will be acknowledged and the complainant will be provided with a copy of this Policy so they can understand the procedures that will be followed in dealing with their complaint.
- The complainant will be notified of the outcome of the inquiry in writing. Privacy laws may prohibit information being provided to the complainant of any specific action that has been taken in relation to individuals about whom the complaint has been raised.

Timeframe for dealing with formal complaints

In moving to more formal procedures, the Principal or a member of the College Leadership group will undertake the inquiry in the following manner, ensuring procedural fairness is observed.

The College will acknowledge a formal complaint within two working days. The College will then respond to the complainant within ten working days to establish the timeframe to conduct the inquiry. This will establish dates and times for parties to meet and clarify when the complainant can expect to hear further information or have a resolution.

Recording complaints

The College is committed to fair and equitable procedures and practices; therefore, all complaints are taken seriously and formal discussions and procedures involving complaints will be documented by the College.

The following information about complaints received will be recorded on the Complaints Register:

- contact details of the complainant
- date of complaint and method of communication
- nature of the complaint and if appropriate the requested resolution
- name of the staff member handling the issue
- any actions and the timeframe taken, minutes of meetings, and communication
- a statement of the outcome, including the closure date and date of advising the complainant of the outcome.

Expectations of and information for parents and guardians

In making a complaint, the College requests and expects that the complainant will:

- raise the concern or complaint as soon as possible after the issue has arisen
- communicate and respond in ways that are constructive, fair, and respectful
- provide complete and factual information about the concern or complaint
- observe confidentiality and respect for sensitive issues
- act in good faith to achieve an outcome acceptable to all parties
- have realistic and reasonable expectations about possible outcomes/remedies.

If the concern/complaint relates to a child's treatment by another student or students while at Genazzano FCJ College, the College expects that the complaint will be directed to the Director of Boarding or the Dean of Senior or Junior School. In accordance with the Parent/Guardian, Code of Conduct complainants should not approach another student or their family to discuss an issue that pertains to issues or incidents that have arisen at the College.

Parents and guardians making complaints are to be respectful, confidential, and courteous. Parents who are unreasonable, threatening, or discourteous can expect their discussions with the College to be terminated until such time as an alternative discussion time is arranged by the College.



Outcomes of complaints

Outcomes to complaints and grievances may include the following:

- apology – either verbal or written
- mediation – with an internal or external mediator
- official warning
- disciplinary action
- behavioural contract (in the case of a student)
- pastoral or spiritual care
- an understanding that the behaviour will not be repeated
- a change in policy or procedure.

Complaints and the Media

The Principal is the primary spokesperson for Genazzano on any matters relating to the media. This authority may be delegated to a Deputy Principal from time to time as appropriate but individual staff must not indicate in any way that they are representing Genazzano when speaking to, or writing for the media, without the prior approval of the Principal.

Complaint escalation

If the complaint is unable to be resolved to the satisfaction of the complainant, but the matter is however finalised, the complainant has the right to seek alternative independent or other advice, or contact other entities listed below.

- **Victorian Registration and Qualifications Authority (VRQA)**

You have two options to submit your complaint:

1. [Complete the online form](#)

2. Send a letter:
Manager, Complaints Unit
VRQA
GPO Box 2317
MELBOURNE VIC 3001

- **Victorian Curriculum Assessment Authority**

Suzy Chandler
Executive Director, Curriculum Division
Victorian Curriculum and Assessment Authority
Level 7, 2 Lonsdale Street
MELBOURNE VIC 3000

- **Melbourne Archdiocese Catholic Schools (MACS)**

Register a complaint about Melbourne Archdiocese Catholic Schools, Catholic school, or Catholic school personnel using our Resolve form.

- **Ombudsman Victoria**

Level 2, 570 Bourke Street
MELBOURNE VIC 3000
+61 3 9613 6222



- **Commonwealth Ombudsman - Overseas Students**

You can make a complaint online by using their [online complaint form](#), or by telephone, 9am to 5pm Monday to Friday.

In Australia, call: 1300 362 072 (calls from mobile phones at mobile phone rates).
Outside Australia, call +61 2 6276 011.

Withdrawal of a complaint

A complaint can be withdrawn at any stage during the complaint management procedures. A complaint should be retracted in writing by the complainant and addressed to the Principal.

Related Policies and Documents

- Codes Of Conduct: Staff, Parent/Guardian, Boarder, Student
- Digital Technology Resources Policy
- Privacy Policy
- Staff Bullying Prevention Policy
- Student Anti Bullying Policy
- Staff Workplace Equal Opportunity Policy
- Whistle-blower Policy
- Critical Incident Policy

Reporting and Review

Policy created: 2017

Ratified by College Council: November 2021

Policy to be reviewed: 2025