

**Complaints Statement – Victoria Park Christian School**

**Introduction**

Victoria Park Christian School aims to create the type of environment where students, parents and staff have no reason to complain. However, we realise that this is not realistic and that the very same situation may be viewed differently depending on perspective.

At VPCS, we are very open to hearing your complaints and concerns. As a school we recognise that by hearing your concerns or complaints we may be alerted to situations and problems that we may have otherwise missed. We see these incidents as opportunities to learn and improve.

As a Christian school we recognize the Biblical principle for resolving such issues without undermining or damaging relationships. While we would hope that such issues do not arise, it is important that when they do, there is an understood procedure to guide staff, students and parents in addressing such issues.

**Aims of our process: We want our process to be:**

* + Accessible to students, parents, staff and community members.
  + A clear and uncomplicated process
  + Prompt in dealing with any complaint
  + Informative throughout the process so that you know exactly how your complaint is being managed.
  + Non-discriminatory – students, parents and staff are all treated with equal seriousness and regardless to status, race, gender etc.

**Positive Relationships are really important to us:**

Positive relationships between all members of the school’s community form the basis of the school’s ministry. The modeling by teachers, parents and other school community members of unity and their ability to constructively resolve issues is of great importance to students.

Implementation of the Christian responsibility to care for others reflects the positive relationship between God and us. When issues of conflict do arise, all attempts should be made to preserve and enhance human relations and through appropriate action bring glory to God.

*There is a detailed policy that relates to complaints available from the School. This is also published on our website. There are other policies which sit alongside this policy such as the Procedural Fairness policy.*

This statement does not aim to replace the full policy, but it is an attempt to provide a simple explanation of the processes involved.

**What to do first if you have a concern or complaint.**

You can obtain a copy of the complaints policy either online or from the school. All education and administration staff have access to the policy and can provide you with a copy. If you require support in understanding the complaint process or would like a person to support you through the process, then we will do what we can to make that happen for you.

**Student Voice**

It is important that students are given a voice and empowered to speak up if they believe there is a situation that is unfair or unjust. As such we have developed a pictorial chart for them to inform them of the process involved in making their voice heard and created a child-friendly form. A copy of this chart is included with this statement.