

# Complaint Handling Guide

## Complaints Handling

Notre Dame College welcomes feedback from all members of the school community and takes all complaints or concerns that may be raised seriously. This Complaints Handling Guide is designed to assist you to understand how to make a complaint.

### What is a Complaint?

A complaint is an expression of dissatisfaction made to Notre Dame College, related to our services, staff or operations, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected.

### How Do I Make a Complaint?

We ask that, where appropriate, you first raise the matter directly with the relevant staff member. If that is not appropriate or the issue was not addressed to your satisfaction, please contact our Risk and Compliance Officer on 03 5822 8400 or email [ndcfeedback@notredame.vic.edu.au](mailto:ndcfeedback@notredame.vic.edu.au). If you have been unable to resolve a matter informally, or simply wish to make a formal complaint you can do so by any of the following means:

1. Sending an email to:  
[ndcfeedback@notredame.vic.edu.au](mailto:ndcfeedback@notredame.vic.edu.au).
2. Writing a letter to the College addressed to "The Risk and Compliance Officer".

**Please note** that you may choose to be anonymous or use a pseudonym, however this may impact the College's ability to investigate the complaint, and to take appropriate action to resolve the issue.

### Complaints against the Principal

Contact the Canonical Administrator, Fr Joe Taylor on 03 5821 2633 or via letter at 121 Knight Street, Shepparton 3630.

## Child Safety

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 and over) in Victoria.

Complaints involving communication with children under 16 years by teachers, staff, or any other person to prepare or 'groom' a child for future sexual activity is a criminal offence under Section 49B (2) of the Crimes Act 1958 (VIC) 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.



## Notre Dame College's Commitment

In receiving and responding to complaints, the following guiding principles will inform and direct the College's actions:

- Expect your concern or complaint to be responded to in a respectful and timely manner
- Staff members will be informed of complaints that are made about them
- Complainants and respondents have the right to be heard and to expect that procedural fairness will be observed
- Confidentiality, protection of privacy, respect, access, dignity and impartiality will form the basis of the complaints resolution process
- The complaints resolution process will seek to achieve the restoration and respectful relationships
- The best interests of the school community will generally exceed those of any individual.

We have established an online complaints management system which allows us to effectively capture, manage and report on complaints. Regular analysis of complaints received and the implementation of rectification action, where deficiencies are identified, are key to the College's commitment.