



## Complaints and Concerns Process

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Marian College is committed to being a community where every person is treated with dignity and respect, and where concerns are listened to with care, transparency and fairness. We recognise that, at times, students, families or members of the community may have questions or concerns about decisions, actions or experiences at the College.

Our aim is always to resolve issues respectfully, promptly and in partnership, so that trust is strengthened and the wellbeing of students remains at the centre of all we do.

### **Our Commitment**

At Marian College, we will:

- Provide a safe, supportive and inclusive environment for all students and staff.
- Listen to concerns with openness, compassion and respect.
- Respond in a timely, fair and culturally safe manner.
- Ensure all parties are heard and treated with dignity.
- Maintain privacy and confidentiality wherever possible.
- Work towards restoring positive relationships and supporting a settled, happy learning environment.

This approach reflects our Catholic identity, our Kildare Ministries values, and our commitment to acting with Strength and Gentleness.

### **What you can raise a concern about**

You may contact the College if you have concerns about:

- Learning and teaching
- Student wellbeing, safety or behaviour
- Interactions between students
- Staff conduct or communication
- School processes or decisions
- Loss or damage to personal property
- Concerns relating to child safety or abuse follow mandatory reporting requirements and are handled under separate procedures. (See Child Safeguarding)



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## How to raise a concern

Most concerns can be resolved quickly and respectfully by speaking with the relevant staff member. We encourage the following steps:

### 1. Clarify the issue

- Think about what has happened, what information may be helpful, and what a fair outcome might look like.

### 2. Contact the relevant staff member

- This may be your child's classroom teacher, TA, House Leader, Head of Learning and Teaching, Head of Student Pastoral Care or another appropriate staff member.

You may choose to:

- Email the staff member
- Request a phone call
- Arrange a meeting through the College office
- Write a letter

Please allow reasonable time for staff to respond.

### 3. If the matter remains unresolved

- You may request a meeting with a member of the Leadership Team or the Principal. All interactions must follow the KEM Parent Code of Conduct, ensuring respectful communication at all times.

### 4. If further support is needed

- If a concern cannot be resolved at the College level, it may be referred to Kildare Education Ministries (KEM) for review.

## Complaints About Staff or the Principal

- Concerns about staff should be directed to the Principal.
- Concerns about the Principal should be directed to the Executive Officer of Kildare Education Ministries.  
Peter Houlahan [phoulahan@kildareministries.org.au](mailto:phoulahan@kildareministries.org.au)
- Matters involving alleged misconduct or serious misconduct may be referred to external authorities such as the Victorian Institute of Teaching or the police, depending on the nature of the concern.



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## Anonymous Complaints

Marian College will consider anonymous complaints; however, our ability to investigate may be limited if we cannot seek clarification or provide procedural fairness to those involved.

## What the College Will Do

When a complaint is received, the College will:

- Acknowledge receipt of the concern
- Gather relevant information
- Assess the matter and determine next steps
- Communicate with the complainant throughout the process
- Seek advice from external agencies if required
- Record the outcome and actions taken
- Provide appropriate support to those involved
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Possible outcomes may include an apology, a change in practice or procedure, mediation, or confirmation that the College's actions were consistent with policy.

Privacy laws may limit the information we can share about actions taken in relation to staff or students.

## Our Shared Responsibility

A strong partnership between families and the College is essential for student wellbeing and learning. We ask all members of our community to engage in the complaints process with respect, honesty and a commitment to positive resolution.

## You can find more information on our College Website:

KEM Complaints Management Policy and Procedures  
Concerns and Grievances Reporting Flowchart  
Child Safeguarding