

Complaints & Grievances Guidance

February 2026



We aim to provide positive, clear and effective processes for resolving grievances and responding to complaints. We also welcome compliments and feedback to assist our school community to continuously improve.

AUDIENCE: PARENTS & PUBLIC, access link to our Complaints & Grievances Policy and Procedure

OPTION 1: TALK TO THE PERSON DIRECTLY

If your grievance relates to the conduct of a particular person, and you are not prohibited from and feel comfortable in doing so, it may be appropriate to talk to the person directly about your grievance at first instance. This should occur at an appropriate time and location to provide for confidential engagement and active participation of all parties. **For anonymous complaints, reportable conduct and child safety related complaints or concerns please refer to our Policy and Procedures for further specific guidance.**

OPTION 2: LODGE COMPLAINT TO SCHOOL

1. COMPLAINT

AGAINST A PERSON (incl student, staff, community member)

Provide to Principal or Deputy Principal.

AGAINST A SCHOOL BOARD MEMBER

Submit in Writing to LEVNT Executive Director

AGAINST THE PRINCIPAL

Submit in Writing to Chair of the School Board

2. COMPLAINT RESOLUTION PROCESS

INITIAL INVESTIGATION

The School will investigate the matter to establish the facts. Formal or Informal.

INFORMAL INVESTIGATION

The informal complaint procedure may be used, at the discretion of the Investigator, where the complaint involves less serious concerns that do not require formal disciplinary action.

FORMAL INVESTIGATION

The formal complaint procedure may be initiated by the Investigator where serious concerns are raised, or informal resolution is inappropriate or unsuccessful.

3. COMPLAINT OUTCOME – what you can expect

PARTIES ADVISED OF OUTCOME

All parties will be advised of the outcome of the informal or formal complaint procedure.

Timely and reasonable approach in our handling

Constructive, fair and respectful, we will observe confidentiality and respect

Complete and factual reporting

Act in good faith to achieve an acceptable outcome to all parties

4. COMPLAINT APPEAL

APPEALING A COMPLAINT

Complainants and respondents may appeal decisions by submitting a written request to the Principal, stating the reasons for the appeal and the outcome sought. You can choose to also contact an independent body such as our school regulator VRQA, and their contact details are in our Complaints and Grievances Policy.

WITHDRAWING 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 of the School or the Board Chair.