

PARENT AND CARER GUIDE

Feedback and Complaints Procedure

Information for parents and carers

The School of Chinese Education welcomes feedback, concerns and complaints. We will listen respectfully, respond promptly and put children's safety first. No one will be disadvantaged for raising a genuine concern. If you contact the wrong person, we will help your concern reach the appropriate person.

URGENT CHILD SAFETY: If a child is in immediate danger, call 000. A child safety concern may be reported directly to the Principal, Child Safety Officer, Committee Chair or an external authority. You do not need to speak to the teacher first or complete a form.

What can I tell the school about?

1. teaching, learning progress, attendance, homework or classroom support
2. communication, fees, events, facilities, access or an administrative decision
3. behaviour, bullying, discrimination, privacy or another student's conduct
4. staff or volunteer conduct, a breach of the Child Safety Code of Conduct, or any concern that a child is unsafe, harmed, abused or groomed

Who should I contact?

Type of issue	Suggested first contact
Routine classroom, learning or family matter	Class teacher
School-wide, serious, sensitive or unresolved matter	Principal
Child safety, bullying, discrimination, privacy or staff conduct	Child Safety Officer or Principal
Complaint about the Principal	Committee Chair / President
Complaint about the Committee Chair	Another unconflicted committee office-holder or an external body

How to give feedback or make a complaint

Step 1 - Choose how to contact us

- You may speak to us in person or by telephone, email or letter. You may also use the school's existing complaint form, but a form is not required.
- You may use English or Chinese, make an anonymous complaint, or ask a support person, advocate or interpreter to help.

Step 2 - Start with the teacher for routine matters

- Make an appointment so the teacher can listen without interrupting the class.
- Explain what happened, when it happened, who was involved and what outcome you are seeking. Keep a note of the date and the person you spoke with.
- Do not approach another student or their family directly. Ask the school to manage the matter.

Step 3 - Contact the Principal or appropriate officer

- Go directly to the Principal / Complaints Officer for serious, sensitive, urgent or unresolved matters. Child safety concerns may also go directly to the Child Safety Officer.
- A complaint about the Principal should go directly to the Committee Chair / President. You do not have to confront the person involved.

Step 4 - Ask for review or seek external help

- If you are dissatisfied with the response, ask the Committee Chair / President or another unconflicted person to review the matter.
- An unresolved complaint about an accredited community language school may be referred to Community Languages Victoria (CLV).
- You may contact Police, Child Protection, a regulator or another appropriate external body at any time. Urgent child safety action must not wait for the school's internal steps.

Helpful information to provide: your contact details (unless anonymous), the student's name, what happened, relevant dates, who you have spoken with, any supporting documents and the outcome you would like. Only provide information that is relevant to the concern.

What will the school do?

1. **Receive and listen** - welcome the concern, listen respectfully and arrange language or accessibility support.
2. **Protect and assess risk** - check immediate safety and take protective action before ordinary complaint handling.
3. **Record and acknowledge** - create a secure record and confirm the contact person, next steps and expected timeframe.
4. **Triage and assign** - identify the type of complaint, conflicts of interest and any required external report.
5. **Respond or investigate** - resolve straightforward matters early or gather relevant information fairly for serious or disputed matters.
6. **Decide and communicate** - explain the outcome, reasons, actions and available review options, subject to privacy and employment obligations.
7. **Follow up and improve** - check ongoing safety and support, complete actions and use lessons from complaints to improve the school.

Our response times

When	What we aim to do
Immediately	Respond to urgent safety risks and make required external reports.
Within 2 business days	Acknowledge the complaint unless it was resolved immediately.
Within 10 business days	Provide an update if the matter remains open.
Target: within 20 business days	Complete the matter where reasonably practicable, or explain the delay, revised timeframe and interim safeguards.

Support, privacy and fair treatment

You may have a support person, interpreter or reasonable communication adjustment. The school will share information only as needed or required; complete confidentiality cannot be promised where disclosure is needed to protect a child, investigate fairly or comply with law. The school will monitor for retaliation, bullying or disadvantage arising from a genuine complaint.

School contact details

Principal	Jun Ye 0407188886
Child Safety Officer	Chang Zhou 0430479321
Committee Chair/President	Hong Zhu 0403154368
Postal / in-person address	6 Watts St, Boxhill VIC 3128

External help

Service	Contact
Immediate danger	Victoria Police - 000
Non-urgent Police assistance	131 444
Community Languages Victoria	03 9349 2683 info@communitylanguages.org.au www.communitylanguages.org.au
Child Protection	Contact the intake service for the child's home area; after hours 13 12 78
Kids Helpline	1800 55 1800
Department program advice	community.languages@education.vic.gov.au

This guide summarises the school's Complaints Handling Policy. It supports Victorian Child Safe Standard 7 and the Victorian Government community language school complaints pathway. The full policy applies if there is any inconsistency. Version: [insert] | Approved: [insert] | Review: [insert]

家长和照顾者指南

意见反馈与投诉程序

家长和照顾者须知

新金山文化学校欢迎家长和照顾者提出意见、担忧和投诉。我们会尊重地听取、及时处理，并把儿童安全放在首位。任何人都不会因为善意提出问题而受到不利对待。如果您联系的人不是最合适的人，学校会帮助把问题转交给合适的负责人。

紧急儿童安全事项：如果儿童正处于危险中，请拨打 000。儿童安全担忧可以直接告诉校长、儿童安全负责人、委员会主席或有关外部机构。您不必先联系任课老师，也不必先填写表格。

我可以向学校反映什么？

- 教学、学习进度、出勤、家庭作业或课堂支持
- 沟通、收费、活动、设施、无障碍安排或行政决定
- 行为、欺凌、歧视、隐私或其他学生的行为
- 员工或志愿者的行为、违反《儿童安全行为守则》，或任何儿童不安全、受到伤害、虐待或诱导的担忧

我应该联系谁？

问题类型	建议首先联系
一般课堂、学习或家庭情况	任课老师
学校事务、严重或敏感的问题	校长
儿童安全、欺凌、歧视、隐私或员工行为	儿童安全负责人或校长
投诉校长	委员会主席 / 会长
投诉委员会主席	另一位没有利益冲突的委员会负责人或外部机构

如何提出意见或投诉

步骤一 - 选择联系方法

- 您可以和我们面谈，也可以通过电话、电邮或信件联系我们。您也可以使用学校现有的投诉表格，但不是必须填写表格。
- 您可以使用英语或中文、匿名投诉，或请支持人员、代理人或口译员帮助您。

步骤二 - 一般事项先联系任课老师

- 请提前预约，以便老师在不影响上课的情况下认真听取您的问题。
- 说明发生了什么、时间、涉及人员以及您希望的结果。请记录联系日期和沟通人员。
- 请不要直接联系另一名学生或其家人并交由校方处理。

步骤三 - 联系校长或合适的负责人

- 严重、敏感、紧急或尚未解决的问题，可以直接联系校长。儿童安全方面的问题也可以直接联系儿童安全负责人。
- 如果投诉涉及校长，请直接联系校委会主席 / 会长。您不必与被投诉的人当面对质。

步骤四 - 要求复核或寻求外部帮助

- 如果您对处理结果不满意，可以要求委员会主席 / 会长或另一位没有利益冲突的人复核。
- 与获认可社区语言学校有关、在校内无法解决的投诉，可以向维州社区语言学校协会（CLV）提出。
- 您可以随时联系警察、儿童保护部门、监管机构或其他合适的外部机构。紧急儿童安全行动不得等待学校内部程序完成。

建议提供的信息：您的联系方式（匿名投诉除外）、学生姓名、发生的事情、有关日期、您已经联系过的人、有关文件以及您希望的结果。请只提供与问题有关的信息。

学校会怎样处理？

- 接收并倾听** - 欢迎您提出问题，我们会认真地听取。
- 保护并评估风险** - 先检查并对紧急安全问题做好相应的保护措施，然后进行相应的评估。
- 记录并确认收到** - 记录好相关信息并告知联系人下一步的安排和预计时间。
- 分类并安排相应的部门进行处理** - 确定投诉类型、利益冲突以及是否必须向外部机构报告。
- 回应及调查** - 事项会遵循轻重缓急的原则进行合理的安排及处理。对于严重或有争议的事项学校会公平收集有关资料后进行处理。
- 作出决定并沟通** - 在遵守隐私和雇佣义务的前提下，说明结果、理由、行动和相应的处理方案。
- 跟进并改进** - 做好相应的跟进和记录，并利用家长的宝贵意见来改进学校的运作。

我们的处理时间

时间	学校的目标
立即	处理紧急安全风险，并按规定做好相关的记录，指引并向外部机构报告。
2 个工作日内	确认收到投诉；如果已经立即解决，则可能不需要另行确认。
10 个工作日内	如果事项仍在处理中，提供进度更新。

时间	学校的目标
目标：20 个工作日内	在合理可行的情况下完成处理；如果延迟，会说明原因、新的目标处理时间和临时保护措施。

支持、隐私和公平对待

您可以带支持人员、要求口译员，或要求合理的沟通调整。学校只会在需要或法律要求时分享信息；如果为了保护儿童、公平调查或遵守法律而必须披露，学校无法保证完全保密。学校会留意是否有人因善意投诉而受到报复、欺凌或不利对待。

学校联系资料

联系人	资料
学校	The School of Chinese Education
校长 / 投诉负责人	Jun Ye 0407188886
儿童安全负责人	Chang Zhou 0430479321
委员会主席 / 会长	Hong Zhu 0403154368
地址	Thornbury High School

外部帮助

机构	联系方法
即时危险	维州警察 - 000
非紧急警察协助	131 444
维州社区语言学校协会 (CLV)	03 9349 2683 info@communitylanguages.org.au www.communitylanguages.org.au
儿童保护部门	联系儿童居住地区的接收部门；非办公时间 13 12 78
儿童帮助热线 Kids Helpline	1800 55 1800
教育部项目咨询	community.languages@education.vic.gov.au

本指南是学校《投诉处理政策》的摘要，支持维州儿童安全标准第 7 条及维州政府社区语言学校投诉途径。如有不一致，以完整政策为准。