

Feedback & Complaints – Y Community School

1. Introduction:

We welcome feedback from our school community and those who we work with. If you have feedback of any type, we would love to hear from you. This could include:

- Testimonials from our students, their families and support services.
- Positive feedback about our services or how we have worked with you or your children.
- Suggestions about things we might do better or might think about doing that we don't do yet.
- Complaints about things we have done, or that we haven't done that you believe we should have.

2. How to provide feedback:

You can provide feedback in whatever way best suits you. The following methods are in place to assist you.

- Using the 'contact us' form on our webpage.
- Phoning the school or Y Whittlesea on (03) 9407 6200.
- Emailing us at paul.vanbreugel@ywhittlesea.org.au.
- Coming to the school reception and asking to talk to someone.

3. What will we do with your feedback?

When we receive feedback we will respond as quickly as we reasonably can. How fast we are able to respond may depend on the nature of the feedback. Matters to do with the safety of children or young people or serious complaints will be responded to as the highest priority.

- Wherever possible we will acknowledge any feedback. It helps us if you provide contact details for us to do so.
- If your feedback is a positive compliment about one of our staff, we will pass that on to them to ensure they are recognised.
- If your feedback is a complaint, we will deal with it in line with the Y Whittlesea's Complaints Policy. You can find a copy of this policy on our webpage.
- If your feedback concerns the safety of a child or young person, we will take all required action to ensure the safety of the young people involved in line with the Y's Safeguarding policies – see the website for further details.

We will treat all information received as confidential unless we have a reason to share your information under the relevant policies and legislation to ensure the safety and wellbeing of our students and staff.

4. School Registration and the Victoria Registration and Qualifications Authority (VRQA):

Like all Victorian schools we are registered with the VRQA as an independent school. This means we have to comply with the Minimum Standards and Requirements for School Registration.

If you have made a complaint to us and are not happy with the way it has been dealt with, or if you believe we are not complying with our requirements as a school, you can contact the VRQA to discuss your concerns. Information about school registration and contacting the VRQA can be found at:

<https://www.vrqa.vic.gov.au/schools/Pages/default.aspx>

5. Document Control:

This document is reviewed by the Executive Manager Y Schools and is due for review on 1/11/2026.

Version:	Description of Amendment	Amended by	Approver and date	Release Date
1.0	Document created	Paul van Breugel	Executive Manager Y Schools 25/06/2023	1/11/2023