

Genazzano FCJ College

Complaints Policy

Rationale

Genazzano FCJ College is governed by the College Council under the auspices of FCJ Education Australia. The Society of the Faithful Companions of Jesus (FCJ Society) according to Canon Law is the canonical authority for FCJ education. Genazzano FCJ College policies and procedures are developed to meet the governance accountabilities of FCJ Education Australia. As a Catholic College in the FCJ tradition, Genazzano FCJ College is committed to working in solidarity with the Catholic education authority in the Archdiocese of Melbourne. Genazzano FCJ College is a Catholic day and boarding school. The boarding premises are located at Hopetoun Hall. The College embodies the charism of Marie Madeleine d'Houët, the founder of the Faithful Companions of Jesus. The College shares with its community a future-oriented and distinctive learning culture guided by reflection, wisdom, and service, empowering children and young people to transform the world with hope and care. Each person's dignity is an essential element in how the College lives out its vision and promotes the safety, wellbeing, and inclusion of all children and young people.

Scope

Genazzano FCJ College understands that complaints can arise regarding aspects of the College's operation of programs and activities including the Genazzano FCJ Boarding House. It is important that all members of the community have the opportunity to be heard. Genazzano FCJ College commits to ensuring procedural fairness is observed when dealing with complaints and grievances. Positive, clear, and effective procedures and processes for resolving complaints between the College and community members assist in building strong relationships, dispelling anxiety, and ultimately providing students with a settled and happy learning environment.

Genazzano FCJ College, Codes of Conduct for staff, parents/guardians, students, and boarders outline the expectations for behaviour for members, current and former of its community and are published on GenConnect. The following procedures relate to any concerns that members of the community including current and former staff, parents, guardians, carers, students, contractors, agents, volunteers, and Homestay providers may have.

Communication of this Policy

The Complaints Policy is publicly available on the Genazzano FCJ website and can also be accessed by staff, parents/guardians, and students on College's Learning Management System,

The College accepts that complaints may either be formal or informal. An informal complaint is generally less serious in nature and may arise from a stakeholder (e.g., a parent) having a contrary view to the College and/or a College decision. The complainant will generally not require a formal investigation into the complaint, in these instances. Any other complaint should be deemed as a formal complaint.

Enabling Structures – How to Make a Complaint

Misconduct or serious misconduct

All complaints of alleged misconduct or serious misconduct by a teacher or staff member should be reported to the Principal of Genazzano FCJ College (principal@genazzano.vic.edu.au).

Child abuse (including sexual offences)

All complaints of alleged child abuse (including sexual offences) of a school student should be reported to the Principal of Genazzano FCJ College (principal@genazzano.vic.edu.au).

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 of age and over) in Victoria.

Communication with children under 16 years of age by teachers, staff, or any other person to prepare or 'groom' a child for future sexual activity is a criminal offence under section 49M (1) of the Crimes Act 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. For further information, refer to the Genazzano FCJ College Child Protection Policy and Reporting obligations saved on GenConnect.

Complaints relating to the Principal

In the case of a complaint relating to the Principal of Genazzano FCJ College, the Chair of the College Council is to be informed.

Complaints relating to the clergy or other religious persons

If the complaint relates to the clergy or other religious persons, the complainant is to contact and seek advice from the Victorian Professional Standards Office 1800 816 030.

Please note if the priest or religious person is a member of a religious order, the complainant is to also contact the Province Leader or Professional Standards Office of that congregation or religious order or the Archdiocese of Melbourne 03 9926 5677.

Complaints related to International Students

The complainant is to refer to the International Student Grievance Policy or International Students Complaints and Appeals process for further specific details or additional support available under the ESOS Act.

Complaints related to curriculum issues

In the first instance, raise the matter via email with the subject teacher. Complainants are strongly discouraged from sending or discussing confidential, contentious, or emotional information by email. This is best done via a meeting or phone call.

Complaints related to wellbeing and pastoral care issues

Where this complaint relates to a student in the first instance, raise the matter via email with the child's Homeroom teacher and/or the Director of Boarding.



Where this complaint relates to a College staff member in the first instance raise the matter via email with the direct line manager.

Complaints related to occupational health and safety issues and infrastructure

In the first instance, raise the matter via email using principal@genazzano.vic.edu.au.

Commonwealth Ombudsman - Overseas Students

You can make a complaint online by using their [online complaint form](#), or by telephone, 9am to 5pm Monday to Friday.

In Australia, call: 1300 362 072 (calls from mobile phones at mobile phone rates).
Outside Australia, call +61 2 6276 011.

Withdrawal of 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.

Related Policies and Documents

- Codes Of Conduct: Staff, Parent/Guardian, Boarder, Student
- Digital Technology Resources Policy
- Privacy Policy
- Staff Bullying Prevention Policy
- Student Anti Bullying Policy
- Staff Workplace Equal Opportunity Policy
- Whistle-blower Policy
- Critical Incident Policy

Reporting and Review

Policy created: 2017

Ratified by College Council: November 2021

Policy to be reviewed: 2025