



COMPLAINTS POLICY

Rationale

It is important that concerns and complaints by students, staff, parents/caregivers and members of the community are resolved as quickly as possible and in a fair consistent manner, in order to ensure the best educational outcomes for students and to facilitate confidence in college processes.

Guidelines

1. The College will make every effort to resolve all concerns and complaints, which may manifest themselves in various forms and through various channels.
2. Concerns will normally follow the process set out in the Procedure for Concerns (see Appendix 1) unless there are culturally specific circumstances that require a different process.
3. Formal complaints must be made in writing and signed by the complainant. They should be addressed to the Principal who will follow the process set out in the Procedure for making a Formal Complaint (see Appendix 2).
4. Legal requirements and the relevant conditions of any related current employment contracts will be adhered to. Where necessary, outside mediation may be sought.
5. The Board will only become actively involved when the issue is extremely serious, or if it is unresolved between the Principal and the complainant. In such cases, a properly constituted sub-committee of the Board should undertake further investigation of the complaint and initiate any actions it deems appropriate.

REVIEW DATE: **Term 3, 2024**

Board Chair:

DATE:

APPENDIX 1

Procedure for Concerns

a) Concerns of Students

Students are encouraged to talk directly to their teachers whenever a concern arises. However, if the Student does not feel this is appropriate or the concern is not resolved, they should approach their Mentor Teacher, the relevant Head of House or Leader of a Learning Area.

b) Concerns of Parents/Caregivers

- (i) Where a parent/caregiver has a concern about a classroom matter, they should first try to contact their student's Head of House to discuss the matter. This is best done by phoning the school or in writing. Contact details must be included. The Head of House will endeavour to respond to the parent/caregiver contact by the end of the following school day.
- (ii) If the response provided does not fully address the concerns, the parent/caregiver may take the matter further by making a formal complaint (see Appendix 2).

c) Other Concerns

If a parent/caregiver has a concern about any other matter, they may phone or write to one of the following people:

1. The relevant Leader of a Learning Area
2. Their student's Head of House
3. The Guidance Counsellor
4. The Deputy Principal of the year level
5. The Principal

Concerns from the wider community should be directed in the first instance to either the Principal or a Deputy Principal. If the concern from a member of the wider community is about a staff member it should be directed to the Principal. If the concern is about the Principal, it should be directed to the Chairperson of the Board.

d) Concerns of Participants in Community Education

Participants are encouraged to talk directly to their tutor whenever a concern arises or to contact the Director of Community Education to discuss it as soon as possible. If the response provided does not fully address their concerns, they may wish to take the matter further by making a formal complaint (see Appendix 2).

APPENDIX 2

Procedure for Making a Formal Complaint

Where the College's response to a concern is unsatisfactory or a formal complaint is to be made, these procedures should be followed:

1. The complaint should be recorded in writing with details that include a full description of the complaint, efforts made to resolve the matter and the complainant's name and contact details .
2. The written formal complaint should be addressed to the Principal, or in the case of a complaint about the Principal to the Chairperson of the Board.
3. When the complaint is received, the Principal or Board Chair will discuss the matter with the complainant to seek clarification before deciding what action should be taken. The complainant may have a support person during this process if desired.
4. The Principal or Board Chair will investigate the complaint by procuring all relevant documentation and interviewing all relevant parties. Written statements will normally be taken.
5. The Principal or Board Chair will decide what steps will be taken as a result of the investigation and will ensure that a record of the complaint, the process and the outcome is kept in the confidential Complaints File.
6. Depending on the nature of the complaint, the matter may be referred to the Board for consideration and action.
7. The complaint will generally be treated in confidence. However, in the interests of natural justice, any persons included in a complaint must have the opportunity to hear all details about it and have the opportunity to present their point of view. They may have a support person during any discussion of the complaint if they wish.
8. Complainants will be informed of the outcome of the investigation.
9. If a complainant is dissatisfied with the outcome of the complaint they may write to the Board for a review of the process. This should be completed within 28 days.