

COMPLAINTS HANDLING POLICY

1.0 Purpose

The purpose of this Complaints Policy (the Policy) is to ensure that all complaints received by the School from students, parents as well as any other persons in the wider community are handled in a responsive, efficient, effective and fair manner.

2.0 Scope

This Policy applies to all students, parents (including legal guardians), and any other persons in the wider School community who make a complaint under this Policy.

3.0 Definition

A **complaint** is the expression of dissatisfaction made to or about the School, related to its service, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected.

A **complainant** is a person who makes a complaint under this Policy. A complaint may be made about a matter directly affecting a person, or about a matter of which the person has become aware and which is of concern to them.

4.0 Policy Statement

The School acknowledges the right of students, parents or any other persons in the wider School community to make a complaint when dissatisfied with an action, inaction or decision of the School.

The School is committed to ensuring that all complaints are dealt with in a responsive, efficient and fair way and views all complaints as part of an important feedback and accountability process.

All complaints will be dealt with in an equitable, objective and unbiased manner, respecting privacy and confidentiality obligations wherever possible.

5.0 Guiding Principles

- All complaints will be acknowledged by the School and will be treated seriously and respectfully.
- The School will affirm a complainant’s right to complain and will not discourage a person from making a complaint. At all times the safety of the complainant will be guaranteed.
- Complaints are to be lodged with the School in good faith and without frivolous, malicious or vexatious intent. The School retains the right to reject complaints by a complainant which it deems to be frivolous, malicious or vexatious.
- A complaint, including an expression of concern or request to clarify, will be directed to the person who can best address it. If appropriate, every attempt will be made to discuss the matter with the person most immediately and directly concerned.
- A complaint in relation to the School’s Principal will be directed to the Board’s Chair.
- The School does not offer unlimited opportunities for review if a complainant is unhappy with the resolution of a complaint. Any appeal against the resolution of a complaint should be made in writing to the Principal. An appeal is only likely to be considered if there is evidence that there was a procedural problem with the investigation. The Principal, at his/her discretion, will consider the application for a review and will either direct that the complaint be re-examined or direct that the matter be closed.
- The School recognises that time spent on handling complaints can be an investment in better service to students, parents, employees and other stakeholders.

6.0 Related Documents

- Complaints Management in Anglican Schools
- Complaints Handling Procedures
- Staff Grievance Resolution Policy & Staff Grievance Resolution & Complaints Procedure