

# Complaints Management

## Policy

Parents, students, staff and community members may from time to time have concerns or complaints that they wish addressed. The college is open to receiving concerns and complaints with the view to improving the services provided and protecting the well-being of our students.

## Procedure - Identifying the scope of the policy

1. General complaints will be handled through the [Complaints Management Policy](#).
2. Bullying complaints or concerns will be handled as outlined in the [Behaviour Management Policy](#) and/or the [Bullying and Harassment Policy](#).
3. Matters to do with physical, sexual or emotional abuse are to be referred to the [Child Protection & Mandatory Reporting Policy](#). The procedure for reporting alleged abuse within the school is found in this policy.

## If the source of the complaint is a parent (or guardian):

1. Parents are encouraged to make their own decision about the appropriate member of staff in the College to whom their complaint should be made. If in doubt, however, the points below offer some guidance:
  - a. If the complaint is of a minor nature, please refer this to the classroom teacher and both parties should act together to resolve the issue.
  - b. If a complaint is, in the opinion of the parent, of serious nature, the parent should make an appointment to see the Principal. The Principal and the parent should work together to find a suitable resolution.
  - c. Failing resolution the parent may request that the matter be referred to the Chairman of the School Board who, together with the Board, is the final authority on matters concerning the college.
2. If the complaint is against the Principal the matter should be referred directly to the Chairman of School Board.
3. All instances of serious complaint shall be recorded including the issues and steps, which have been taken to resolve any complaints.
4. The Principal, or senior members of staff, may choose to interview students without parents or staff members being present.
5. The college reserves the right to appoint an independent, external auditor if it feels this is required.

## If the source of the complaint is a student:

1. Students are encouraged to raise their complaint directly with the staff member concerned. If the student feels they cannot raise the complaint directly with the staff member concerned, they may approach the Chaplain, a senior member of staff, or a staff member that they feel comfortable talking to.
2. In the first instance, when a student speaks to a staff member directly, the student and staff member should act to resolve a minor complaint to the satisfaction of both parties.

3. If the student has made a complaint to another member of staff concerning another staff member, and the complaint is not of a serious nature, the staff member is to work to resolve the issue between the student and the staff member.
4. If the matter is of a substantial nature, the matter should be referred to the Principal or their delegate either by the student or by the staff member whom the student has spoken to.
5. If the complaint is against the Principal the matter should be referred directly to the Chairman of the Board by the student or the staff member.
6. A record of the issues and steps taken to resolve the matters should be kept.

**If the complaint is from a staff member or student and it relates to an allegation of abuse within the school community.**

1. The person making the complaint should report directly to the Principal of the school. If the complaint is about the Principal, the person making the complaint should report to another senior management position.
2. The Principal is to inform the school board prior to conducting an investigation.
3. If the complaint is about the Principal, the senior management staff member is to report directly to the Chairman of the Board and the Chairman will conduct the investigation.
4. The investigation should be in accordance with the [Child Protection & Mandatory Policy](#).

**Version**

2.0

**Review**

2016 or as required