



COMPLAINTS PROCEDURE

Objective

The objective of this procedure is to provide a process to record and deal with complaints raised against members of the school community in a manner that is open and honest. The principles of natural justice and procedural fairness will be followed, and an appropriate level of confidentiality will be applied.

Members of the school community have the right to complain, and to have their complaints resolved.

Appropriate enquiry rights is most important. Appropriate enquiry shall be made at all stages of the procedure to ensure that natural justice and procedural fairness prevail.

Scope

Matters dealt with under this document include any areas of complaint impacting the school community.

- (a) One employee has a complaint against another employee;
- (b) A student has a complaint about an employee;
- (c) A parent has a complaint about an employee;
- (d) An employee has a complaint about a parent;
- (e) An employee has a complaint about a student;
- (f) An employee has a complaint about a member of the school community.

Method

A matter may be raised either orally or in writing. Where raised orally the person with whom the matter is raised will advise that the matter cannot be treated as a complaint unless it is provided in writing.

If committed to writing the matter will become a complaint and will be subject to the following process.

**Step 1
Acknowledge**

Acknowledge receipt of complaint **immediately** (showing empathy and understanding) meanwhile opening online Complaints form. Open SchoolBox and click on CompliSpace.



**Step 2
Collect**

Work through online form using prompted questions, completes all sections to activate tracking/action/management process.



**Step 3
Clarify**

Clarify understanding of the complaint, confirms the matter will be dealt with immediately, offer

Complaints Officer
This role is administrative in nature, but is crucial in progressing the complaint.



Step 6
Advises the receiving staff member that the matter is now UNDER INVESTIGATION by the specific staff member named.



Assigned Owner
This person may be the Principal, or another person at an appropriate level of authority.

If the complaint is against (or involves) the Principal, then this person should be the Chair of the College Board or similar.

Step 7
Assigned Owner immediately reads the complaint.

Step 8



Step 10 (b)
Provide the person against whom the complaint has been made with details of the complaint so that the person can fully understand the complaint.



Step 10 (c)
Facilitate the informal discussions. Request that the persons involved provide advice as to the resolution or otherwise of the complaint.



Step 10 (d)
Has the complaint been resolved?
If Yes, the outcome should be recorded and no further action is necessary.
If No, proceed to Step 11.



Step 11
Is the complaint one where formal mediation (between the complainant and the person against whom the complaint is made) could reasonably be expected to resolve the matter?
If Yes, proceed to Step 12
If No, proceed to Step 13



Step 12 (a)
Are the persons prepared to participate in informal discussions?
If Yes, proceed to the remaining actions in Step 12
If No, proceed to Step 13



Step 12 (b)
Provide the person against whom the complaint has been made with details of the complaint so that the person can fully understand the complaint.

	<p align="center">Step 12(c)</p> <p>Attachment (m) 17</p>
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Step 13 (d)

The person will be afforded the opportunity to respond to the results of the investigation.

meeting, or in writing subsequently, or at a

The following summarises the concepts of procedural fairness and natural justice:

- (a) A reasonable and fair opportunity to present the case;
- (b) A decision maker must give a person affected by a proposed decision the opportunity to comment on every adverse piece of material which is credible, relevant and significant to the decision being made;
- (c) A communication to the affected person which should set out:
 - (i) what decision is proposed to be made;
 - (ii) the reasons why that is the decision being considered to be made;
 - (iii) the substance of adverse information that has led to that view being formed;
and
 - (iv) the period of time in which the person can respond to what has been said.