



Managing Complaints and Grievances Policy and Procedures

Policy Statement

All Overnewton Anglican Community College parents/guardians, students and staff members have the right to have their concerns heard by a relevant member of the College Leadership Team.

Values

The College is committed to:

- Adhering to the principles of natural justice.
- The equal treatment of all parties to the dispute.
- Upholding the rights of both sides to be heard, respected and treated fairly.
- Ensuring neither party is victimised or discriminated against as a result of the complaint process.
- Investigating all complaints and dealing with them as soon as practicable.
- Ensuring adequate notice is given of the process that will be followed.
- Ensuring that the respondent is aware of the details of the concern.
- Providing an unbiased and impartial decision-maker to resolve the dispute.
- Substantiating the alleged facts of the case.
- The resolution, where possible, of complaints to the mutual satisfaction of those involved.
- Protecting the confidentiality of all parties involved and handling complaints in a discreet and practicable manner.
- Providing clear procedures for making and dealing with comments and complaints.

Procedure

- All complaints will be treated seriously and investigated according to these procedures.
- Parents/guardians, staff or students are encouraged, in the first instance, to discuss any comments, complaints or concerns they have about the College or any member of staff, student or parent with a relevant staff member. Parents/guardians and staff are encouraged to include the relevant Head of School in such discussions.
- The complainant may choose to address the complaint directly to the relevant Head of School in writing, in order to make the terms or basis of any complaint as clear as possible.
- The relevant Head of School will address all complaints and concerns promptly – in general, verbally within 24 hours and in writing within 5 working days.



- Complaints, which are not resolved to the family's satisfaction, will be referred to the Principal or their delegate.
- A record of all complaints and documents pertaining to a dispute will be documented in the student's file and elsewhere as necessary.
- Those involved in a complaint will have the opportunity to present their point of view.
- The College believes that both parties to a dispute have the right to confidentiality against which will be balanced the right of a person to know who is complaining against them.
- In the absence of a court order the College will endeavour to follow the information provided to it, however, we will not endanger student or staff if aggressive behaviour occurs.
- A court order must be supplied before access to a student can be denied.

Step 1: Assessment of complaint

- The relevant Head of School and staff will endeavour to deal with complaints quickly, fairly and privately.
- If staff cannot resolve the issue, they will encourage the complainant to address the complaint to the relevant Head of School in writing.
- On the receipt of a complaint the Head of School will determine:
 1. Whether they can handle the complaint personally; or
 2. Whether the Principal or their delegate will need to discuss the complaint further and/or form a Complaints Sub-committee.

Step 2: Formation of Complaints Sub-committee

- The Principal may delegate authority to the relevant Head of School, on the receipt of a complaint, to appoint a minimum of two College leadership members, which may include a Deputy Head of School, to form a Sub-committee to deal with the complaint.
- The Complaints Sub-committee will:
 1. Meet to deal with the complaint as soon as possible and will consider the nature and the details of the complaint.
 2. Inform the complainant of the procedure for dealing with the complaint.
 3. Give the complainant the opportunity to meet with them to discuss the complaint.
 4. Maintain appropriate records of the information and data collected and respect the confidential nature of information relating to the complaint.
 5. Handle any complaint in a discreet and professional manner. All written information relating to the complaints will be kept in a secure place with access limited to those designated by the Principal or Complaints Sub-committee.

Step 3: Investigation of the complaint

The Complaints Sub-committee will:

- Meet individually with all witnesses to any alleged incident, giving right of reply to the



person or persons against whom the allegations are made in relation to any accusation or information relating to an alleged incident.

- Obtain any information or documentation that will assist them in trying to resolve the complaint.
- Review relevant information and documents.
- Seek advice, where appropriate, from individuals and organisations that may be able to help resolve the complaint.

Step 4: Resolution stage

- The Complaints Sub-committee will wherever possible, endeavour to resolve the complaint by mutual agreement of the parties involved.
- In the event that the complaint is resolved, the Sub-committee will report this to the Principal and where appropriate, set out the terms of any recommendation to be considered by the Principal or their delegate.
- In the event that the complaint has not been resolved to the satisfaction of the parties involved, or particular decisions require the Principal's approval, the Sub-committee will refer the matter to the Principal or their delegate.

Step 5: Principal involvement

- Where an issue is referred to the Principal or their delegate, the Complaints Sub-committee will provide a report and include relevant information they have gained in investigations and consultations concerning the complaint.
- The Principal will review the report and any recommendations from the Sub-committee and make a decision on the action, if any, to be taken, including relevant review mechanisms.

Step 6: Report and follow up

- The Complaints Sub-committee and/or Principal will advise the complainant and other relevant parties, of any decisions the College has made in relation to the complaint and where appropriate, outline the College's reason for this decision and any action to be taken.
- Where a complaint is dismissed without any action being taken, the College will outline the outcome of the investigation and provide clarification where appropriate.