

1. PURPOSE

The purpose of this document is to set the procedures for dealing with formal complaints from Parents and Students at St Andrew's Anglican College (the College).

2. SCOPE

These procedures relate to complaints and grievances between:

- Students and other students
- Students and Staff
- Parents and Staff
- Parents and other Parents
- Parents and Students

3. DEFINITIONS

For the purpose of these procedures, a Complaint is an expression of dissatisfaction with a real or perceived problem. Examples of situations which may be complaints include but are not limited to:

- unacceptable behaviour/conduct
- criminal activity
- failure to exercise duty of care
- harassment
- discrimination
- breaches of personal privacy

4. STEPS

4.1 To whom shall a complaint be made:

In the first instance, if appropriate, every attempt should be made to discuss the matter with the person most immediately and directly concerned. This list is not exhaustive but includes:

- (a) Supervisor
- (b) Teacher
- (c) Principal
- (d) Chair of College Council

4.2 Complaints concerning Teaching Staff:

4.2.1 If a Complaint relates to a student's teacher, or relates to an issue concerning a student's experience at the College, the complainant shall make an appointment with the student's teacher to discuss the matter (if appropriate) as soon as possible through the appropriate school administration office. In circumstances where a student has more than one teacher, where the complaint relates to one of the student's teachers, the appointment, through the relevant school administration office, is to be made with the teacher to whom the complaint relates.

4.2.2 If appropriate, the complainant shall give the teacher an opportunity to tell that person all he/she knows about the incident or issue. Together both the complainant and teacher can then take steps to attempt to resolve the problem at this level.

4.2.3 The teacher shall make a record of the complaint and report the meeting and any outcomes to the Principal.

4.2.4 If the complainant determines it is not appropriate to raise the complaint in accordance with the process outlined in 4.2.1, or if, after following that process, is dissatisfied with the manner in which their complaint was addressed then the complainant shall address their complaint, in writing, to the Principal.

4.3 Complaints concerning non-Teaching Staff:

4.3.1 If the complaint is about a non-teaching or administrative staff member, the complainant shall attempt to discuss the matter with the person to whom the complaint relates by agreement with that persons' immediate supervisor.

4.3.2 If the complainant determines it is not appropriate to raise the complaint in accordance with the process outlined in 4.3.1, or if, after following that process, is dissatisfied with the manner in which their complaint was addressed then the complainant shall address their complaint, in writing, to the Principal.

4.4 Complaints concerning the Principal:

4.4.1 If the complaint relates to the Principal, the complainant shall make an appointment with the Principal to discuss the matter (if appropriate) as soon as possible through the main administration office.

4.4.2 If appropriate, the complainant shall give the Principal an opportunity to tell that person all he/she knows about the incident or issue. Together both the complainant and Principal can then take steps to attempt to resolve the problem at this level.

4.4.3 If the complainant determines it is not appropriate to raise the complaint in accordance with the process outlined in 4.4.1, or if, after following that process, is dissatisfied with the manner in which their complaint was addressed then the complainant shall address their complaint, in writing, to the Chair of Council.

4.5 Complaints concerning a member/s of the College Council:

4.5.1 If the complaint relates to College Council or a member of the College Council then the complainant shall make the complaint in writing to the Chair of College Council.

4.5.2 If appropriate, the complainant shall give the Chair of College Council an opportunity to tell that person all he/she knows about the incident or issue. Together both the complainant and Chair of College Council can then take steps to attempt to resolve the problem at this level.

5. RESOLUTION

Complaints or grievances will be deemed to be resolved if:

- Changes are made and steps put in place to ensure that the situation that caused the complaint or grievance will not be repeated.
- The College is now alert to a potential problem.
- The Complainant is satisfied that their complaint has been adequately addressed.
- All parties concerned accept and understand the ultimate outcome.

6. RELATED DOCUMENTS

- [Handling of Complaints Policy – Parents & Students](#)