



HANDLING OF COMPLAINTS POLICY – PARENTS & STUDENTS

1. PURPOSE

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

2. SCOPE

This Policy relates to complaints and grievances between:

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

3. REFERENCES

No References

4. DEFINITIONS

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

5. RATIONALE

The College acknowledges that complaints and grievances will occur from time to time and that there is a need for a process to be established which allows all such complaints and grievances to be managed and dealt with positively and timely as possible. Complaints and grievances are also to be seen as an opportunity for the College to review

processes and procedures with a view to the continual improvement of the College's operations.

6. PRINCIPLES

When handling complaints from Parents and or Students an open approach must be adopted at all time and throughout the process, justice and fairness for all concerned parties must be of the highest priority.

All parties concerned in any dispute must conduct themselves in a manner that is consistent with Christian values and the Mission Statement and Objectives of the College.

Furthermore there must be a willingness to become involved in the resolution process on the part of Staff members for the process to have a chance to be successful.

The Principal is responsible for ensuring that complaints and grievances that are officially presented to the College Council are dealt with and managed according to the College's "Handling Complaints from Parents & Students - Procedures."

7. 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.

8. RELATED DOCUMENTS

- [Handling Complaints from Parents & Students - Procedures](#)

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