

# Complaints Policy



## POLICY STATEMENT

The College is required to have in place and implement policies and procedures in relation to complaints and grievances, with specific reference to processes for raising and responding to complaints raised by students and/or parents/carers.

Parents/carers and students may raise a complaint about something that appears to be unsatisfactory or unreasonable. This may include a decision, behaviour, practice, procedure or omission. Complaints received by the College may be oral or written and written complaints include those delivered in person or sent by letter or email. This policy and procedure provides a guide to the management of general complaints from students, parents/carers or the external community.

Please note that specific complaint procedures are in place for matters concerning child protection, workplace bullying, harassment, enrolment and employment relations. Complaints regarding these matters will be dealt with as per the relevant College policies and procedures and related legislation.

Parents/carers and students are encouraged to identify whether they are raising a concern or a complaint, as most issues of concern can be readily resolved through direct contact with relevant members of the community. An official complaint will be managed in accordance with this policy.

Complaints will be responded to in a courteous, respectful and timely manner and staff will work together with parents/carers and students to resolve the complaint. It is expected that parents/carers and students will be both realistic and reasonable about the action required to resolve their complaint.

Complaints will be resolved at the lowest level of management necessary for their appropriate resolution with an assumption that complaints are made in good faith with an intention for resolution.

## GUIDING PRINCIPLES

There are four guiding principles that underpin the Complaints Policy:

### Time

- complaints should be dealt with in a timely manner
- all parties should be advised if a delay occurs

### Process

- all parties have a right to be heard
- impartiality
- confidentiality
- procedural fairness
- the well-being of all parties involved or affected by the complaint

### Transparency

- Staff members have a right to be informed of formal complaints that are made relating to them and have the right of reply. The exception to this would be if the complaint related to child

protection issues or other legislative areas where the Principal would follow the processes outlined in the relevant policies such as the Child Protection Policy

- if a meeting is required, the staff member concerned must be told in advance the purpose of the meeting and who will be attending the meeting
- both the complainant (person making the complaint) and the complainee (the person complained about) may access support

### Resolution

- the results of the investigation and any relevant outcomes are communicated to all parties concerned as soon as possible
- all reasonable evidence is considered prior to decision-making
- an expectation that differences are resolved amicably
- a resolution can require compromise from all parties

## PROCEDURE

The following procedure outlines the steps that will be followed by the College in managing complaints.

- complaints should be lodged via the *Make a Complaint* link in the *Contact* section of the OLMC website
- the complaint will be responded to within 48 hours (2 school days)
- time for discussion with all parties
- identification of the complaint - the complainant should explain the behaviour, decision, practice or action that was unsatisfactory or unreasonable
- identification of the outcome that the complainant is seeking
- if appropriate, an investigation process may need to be implemented
- complainant and complainee work collaboratively to design a resolution in the short and/or long term
- anonymous complaints investigated at the Deputy Principal's discretion

### Resolution of Complaints

- All steps of the complaints resolution process must be recorded and retained
- Complainee notified of the outcome of the complaint within a negotiated timeframe
- If the complaint is not resolved to the complainant's satisfaction, then they may submit an appeal to the Principal for their consideration

## STAFF TRAINING

Staff will be trained in the implementation and any relevant updates of this policy via the induction process, email, staff meetings and professional learning sessions.