



Complaints Handling Policy and Procedures

1. Introduction

1.1 Purpose and scope

This procedure applies to Rouse Hill Anglican College (the College) in handling complaints made in respect of services provided by the College or against staff members, which includes employees, contractors and volunteers.

This procedure does not extend to personal grievances between parents, guardians or other members of the College community.

1.2 Whistleblowing complaints

This procedure does not extend to complaints which are whistleblowing disclosures. The procedure for processing whistleblowing complaints are dealt with in the Anglican Schools Corporation's Whistleblowing Policy.

In summary a whistleblowing disclosure is a disclosure which:

- is made by a Council member, staff member, a person who supplies goods or services to the College, including a volunteer, an employer of a supplier or a relative of any of these people;
- involves alleged misconduct, an improper state of affairs or circumstances, or illegal activity, and
- is made to a senior staff member, or officer of the College, the College's auditor or a person who the College has authorised to collect such disclosures.

1.3 Confidentiality

All parties involved in complaints handling are required to maintain appropriate confidentiality, including in relation to handling and storing records.

2. Complaints

A complaint or grievance is an expression of dissatisfaction made to the College about an educational and/or operational matter relating to services provided by the College or the behaviour or decisions of a staff member, contractor or volunteer, including misconduct.

If a parent/carer or student has a concern about the conduct of a staff member, they should raise their concern with the College in accordance with section 3. If a complaint that concerns the behaviour of a staff member may constitute reportable conduct, the matter will be addressed in accordance with the College Child Safe Policy and related procedures. Please refer to the Child Safe Policy available on our website for information about reportable conduct. Complainants are not required to assess whether their concern meets the threshold of reportable conduct before making a complaint. Any concern about a child's wellbeing may be reported under this policy.

Complaints may be made by a student or parent/carer.

The College will seek to resolve complaints informally where possible but acknowledges that in some cases a person may wish to make a formal complaint.

3. Raising a complaint

3.1 The complainant

Informal complaints may be raised by a complainant directly with the person involved. However, if the complainant does not feel comfortable doing so or the matter is one where it may not be appropriate to do so a complaint can be made to the Principal, Deputy Principal or Business Manager. Any complaint about the conduct of a staff member should be raised directly with a member of the Senior Executive in the first instance.

Should the matter not be resolved through the above process, the complainant may raise the matter formally with the College. A formal complaint can be made in writing, by email, to the Principal.

Where a person wishes to make a formal complaint concerning the Principal the complaint should be made in writing to the Chair of the Council by email or in hard copy and mailed to the College. Formal complaints should be marked

confidential. In this situation, the references in this policy relating to the role of the Principal should be read as references to the Chair of the Council.

3.2 The College

The Principal or his Delegate will generally acknowledge receipt of a formal complaint in writing as soon as practicable.

4. Handling complaints

4.1 Assessing a complaint

The Principal or his Delegate generally will assess the complaint and determine:

- whether the complaint is one to be addressed under this policy or is a staff grievance or reportable conduct matter which are dealt with by the relevant policies (see section 5); and
- the priority of the complaint in accordance with the urgency and/or seriousness of the matter raised; and
- whether the College may be required to report the matter to the Office of the Children’s Guardian, Police, Department of Community and Justice or other relevant authorities should the complaint relate to possible unlawful conduct or other reportable matters.

4.2 Managing a formal complaint

The Principal or his Delegate generally will manage a formal complaint by:

- a) advising the complainant of the likely steps that will be undertaken by the College in relation to the complaint;
- b) if appropriate, advising the relevant parties of the complaint at the relevant time and providing them with an opportunity to respond;
- c) collecting any additional information, the College considers necessary to assess the complaint;
- d) making a decision about how the complaint will be resolved (“resolution decision”); and
- e) advising the complainant in writing, and any other relevant parties as appropriate, of the resolution decision of the Principal or their Delegate and if appropriate, any proposed action to be taken.

There may be circumstances where some of the steps outlined above are not appropriate and the College will determine, on a case by case basis the most appropriate method of handling the complaint. The College will prioritise the safety of children when a complaint is received.

A complainant and the relevant parties that the complaint is about may choose to have an appropriate support person present at any meeting with representatives of the College about the complaint. However, the College maintains the right to determine whether the person’s preferred support person is appropriate and may not approve the attendance of a support person where they are determined by the College to be inappropriate.

5. Related policies

Complaints about reportable conduct will be addressed in accordance with the College’s Child Safe Policy and related procedures

Complaints regarding a grievance between staff members about work matters, including work relationships and decision made by other staff members which impact on their work, are addressed in accordance with the College’s Staff Grievance Procedures.

Complaints regarding unlawful discrimination, harassment or bullying between staff are generally addressed in accordance with the College’s Discrimination, Harassment and Bullying Statement.

A whistleblowing disclosure will be addressed in accordance with the Anglican Schools Corporation Whistleblower Policy.

6. Contact

If you have any queries about this procedure, you should contact Principal or Deputy Principal for advice.

7. Policy Administration and Review

Document Control				
Date of change	Changes made	Date staff informed & how informed	Location of this document	Redundant policy archived? Where?
August 2022	New document	Put to Council at August meeting for approval		
Document responsibilities				
Person responsible for implementation and review of the policy	Principal			
Frequency of review	Annual			
Frequency and nature of staff training	Ongoing			