



Complaints Handling Policy

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Casino Christian School Policy # 011

Date Last Reviewed

2017

Date for Future Review

2022

Source of Obligation

The NSW Registration Manual (3.6.2) requires the School to have in place and implement policies and procedures in relation to complaints or grievances, with specific reference to processes for raising and responding to matters of concern identified by students and/or parents/guardians.

Complaints Management

Casino Christian School has a comprehensive Complaints Handling Program that ensures parents/guardians and other external complainants can raise matters of concern and lodge complaints and have them dealt with and responded to fairly and efficiently.

This complaints and disputes handling program is based on the principles set out in the International Standard ISO 10002:2018 and AS/NZS 10002:2014.

Complaints should be made in writing and addressed to the appropriate person to deal with the complaint.

Internal Grievances

The School's Complaints Handling Program is not to be used for internal staff grievances. The School has established an Internal Grievance Resolution Procedure for dealing with internal grievances received from staff.

Student Complaints

Complaints or grievances received from students are to be dealt with in accordance with our Student Duty of Care Program, not the Complaints Handling Program.

Record Keeping

It is the responsibility of the person to which the complaint is made to maintain records in relation to handling complaints received by that person.

Implementation

Casino Christian School has set up a series of compliance tasks in CompliSpace Assurance, to ensure that key obligations under the NSW Registration Manual are managed effectively.

Procedures

Dealing with Student Concerns:

Students may need adult assistance to deal with their concerns due to factors such as their age, lack of understanding, or reluctance to voice concerns to school authorities. Therefore, it is understood that the parents/ caregivers of students may undertake these resolution steps on behalf of, or in partnership with, their child.

In the day-to-day life of the school students are free to approach their class teacher, the Welfare Coordinator or Principal with matters that may arise during the day.

Support for the Complainant:

At all times during this process, support for the person(s) involved in the concern(s) will be offered and provided. Such support may be pastoral or counseling support.

Initial Steps

- If the complaint is with another student, students and/or parents should contact the class teacher (in the case of primary school), their Welfare Teacher (in the case of high school) or the teacher of the class the issue has arisen in.
- If the complaint is with a teacher, students and/or parents should contact the teacher with whom the issue has arisen.
- It is anticipated that most complaints may be dealt with by speaking directly to the class teacher.
- In some exceptional circumstances, it may be necessary to speak to a third party, such as the Welfare Coordinator rather than the teacher involved.
- If the complaint has not been able to be resolved, the student should raise the issue with the Welfare Coordinator.
- If the complaint has still not been able to be resolved, the student should raise the issue with the Principal.

Raising Concerns, Complaints or Grievances

When the issue has reached a point where it has not been resolved and needs to be taken further,

- If parents or guardians feel that a decision has been taken which has had an adverse, undeserved impact on their child or on them, they should write directly to the principal, clearly setting out their reasons why the relevant decision should be reconsidered.
- Parents are welcome to meet with the principal and other relevant members of staff, subsequent to the Principal receiving a written description of their grievance. Parents may wish to have a support person present in order to ensure that their concerns are properly heard and understood and that procedural fairness is observed.
- The Principal or his delegate will conduct a review of the decision in a timely manner. Ordinarily the Principal will delegate the formal response to the grievance to the Welfare Coordinator or Chairman of the Board (if the grievance relates to a decision or action of the

Principal). The review must be completed in a timely way with a view to the proper management of the school and the wellbeing of the parents and/or children involved.

- The Principal's delegate will evaluate the information and documentation on which the original decision was based.
- The Principal's delegate will determine if it is necessary to consult students, parents or staff members further for more information.
- The Principal's delegate will write a report and recommendation to the Principal, who will convey the outcome of the review to the parents.
- Parents are welcome to meet personally with the Principal's delegate, or the Principal, if they are dissatisfied with the decision or the process. If still dissatisfied parents may then appeal directly to the school board by writing to the Chairman of the board, setting out their reasons for dissatisfaction.
- The Chairman of the board will ordinarily bring the parent's concerns to the whole board. The board will seek advice from the Principal and any decision subsequently made will be regarded as final, notwithstanding the right of parents to seek further legal redress.