



KINGSWAY
CHRISTIAN COLLEGE

Cricos Provider #01855M

COLLEGE POLICY

COMPLAINTS HANDLING

VERSION

1.1

Document and Version Management

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1.0	June 2022	Principal	Created to supersede the Complaints Policy	November 2023
1.1	October 2022	Principal	Inclusion of appeals process	November 2023

COMPLAINTS HANDLING POLICY

1.0 Purpose

Kingsway Christian College is a community and as such, there will be times when students, parents/guardians or staff may wish to make suggestions, may have a complaint or raise a concern that needs addressing. Kingsway Christian College takes these issues seriously and welcomes feedback. The Complaints Handling Policy is outlined below to assist should such a need occur. Please remember it is our policy that we wish to deal with issues sooner rather than later. Kingsway Christian College is committed to handling complaints effectively and in line with Principle 6 of the National Principles for Child Safe Organisations, using the Office of Child Safety's "Complaints Handling Guide: Upholding the Rights of Children and Young People": and Standard ISO 10002:2018 Quality management – Customer satisfaction – Guidelines for complaints handling in organisations and AS/NZS 10002:2014 Guidelines for complaint management in organisations.

2.0 Scope

This policy applies to all members of the community, past and current and members of the public. Kingsway Christian College is committed to providing a child-safe environment which safeguards all students and is committed to promoting practices which provides for the safety, wellbeing and welfare of our children and young people. Kingsway Christian College expects all school community members including staff, volunteers, students, visitors and contractors to share this commitment.

3.0 Definitions

A **concern** is the expression of a worry, something that has made a person troubled or anxious about an issue and is expressed at a 'first level' ie to a class teacher in person, by telephone or email directly to the relevant staff member. Depending on the nature of the concern, it can often be resolved at this 'first level' in a more informal manner.

A **complaint** is an "expression of dissatisfaction made to an organisation, related to its products, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected" (as defined by the *Australian Complaint Handling Standard ISO AS 10002-2006*). Within a school this would usually equate to an expression, in writing, of protest, objection, dissatisfaction with a real or perceived problem, accusation, or criticism and is usually dealt with in a formal manner. Irrespective of whether the complaint was first expressed as a concern, it

would be expected to be in the form of a written communication, a letter or email, addressed directly to the relevant staff member, their line manager, the Principal or the Chair of the school's governing body.

A complaint is an expression of dissatisfaction with a real or perceived problem, whether it is about an individual, group, department or College as a whole and may be made if a complainant thinks that the College or an individual staff member has, for example:

- Done something wrong;
- Failed to do something they should have done; or
- Acted unfairly or impolitely.

A complainant may be a parent or guardian, student, member of the public or staff member.

Child Safety-related Complaints

Complaints about, or allegations of, child abuse, grooming or other harm, whether involving former or current staff or students, another person on College grounds or during school related activities are managed by the College in a different manner from other complaints.

Should a need arise whereby you need to make a child safety-related complaint, please contact the Principal directly. Further information is included in the College Code of Conduct, Child Protection policy and the Flowchart from the National Office of Child Safety's Complaint Handling Guide: Upholding the Rights of Children and Young People.

4.0 Complaints Handling Policy

Key principles for handling complaints at Kingsway Christian College:

1. The College is open to the concerns of parents and students.
2. Complaints are received in a positive manner.
3. Parents and students can expect to be taken seriously and can approach a member of staff about their concerns.
4. Concerns are dealt with speedily and those who have raised them are kept informed about progress.
5. Concerns are managed in a fair, equitable, transparent, accessible, culturally responsive, restorative and effective way.

6. Our process conforms to the rules of procedural fairness and confidentiality – information is only shared with those who need to know.
7. It is not acceptable for students to receive adverse treatment because they or their parents have raised a complaint.
8. Anonymous complaints will receive the same attention as any other complaints received.
9. Clear confidential records are kept.
10. Confidentiality is respected and maintained so far as is possible.
11. Resolution of the matter is sought.
12. Staff training covers the handling of complaints as appropriate.
13. Regular review of the complaints register will be undertaken to monitor for any patterns.

Rules of procedural fairness

These rules require:

- (a) A hearing appropriate to the circumstances;
- (b) Lack of bias;
- (c) Evidence to support a decision; and
- (d) Inquiry into matters in dispute.

Culturally Responsive

Culturally responsive means the ability to understand, interact and communicate effectively and sensitively with people from a cultural background that is different to one's own. It is characterised by respect for culture, ongoing self-reflection, expansion of knowledge and commitment to improving practices and relationships.

Informal Complaints Resolution

The vast majority of issues causing concern can be handled quickly and in an informal manner. We therefore ask that, where appropriate, you first raise your concern directly with the relevant staff member. Even if the issue is resolved informally, all staff are required to record complaints on the Learning Management System so we are able to identify any systemic issues arising, and take appropriate action if required.

Formal Complaints Process

If a matter is unable to be resolved informally, or a formal complaint is a preferred option, please refer to the flow charts in the documents detailed in the “Related Documents” to follow the appropriate process.

The Role of the Director General

The Director General of the Department of Education is responsible for ensuring that the school observes the registration standards, including the standard about its complaints handling system. Any student, parent or community member is entitled to contact the Director General with concerns about how the school has dealt with a complaint. Information is available on the Department of Education website. While the Director General may consider whether the school has breached the registration standards, he/she does not have power to intervene in a complaint or override the school’s decision.

Related Documents:

