

SPCEF Complaints & Grievances Policy

COMPLIANCE	
NESA	Registered and Accredited Individual Non-Government Schools (NSW) Manual, Section 2.6 (Safe & Supportive Environment) & section 3.6.2 (Student Welfare)
Legislative Requirements	<ul style="list-style-type: none"> • <i>Education Act 1900</i> (NSW) • <i>Education Regulation 2017</i> (NSW) • <i>Australian Education Act 2013</i> (Cth) • <i>Children & Young Persons (Care and Protection Act 1988) Sect 23</i> • <i>The Ombudsman Amendment (Child Protection & Community) Act 1998</i> • <i>Anti-Discrimination Act 1977</i> • <i>Work Health & Safety Act 2011</i> • National Code of Good Practice for Responding to Complaints about Vocational & Education Training Quality – Australian Department of Education, Science & Training • CCH School Principal's Legal Guide
KEY DATES	
Policy Review	This policy will be reviewed every 3 years, or as needed in line with legislative changes and the requirements of the Association of Independent Schools.

1. Foundational Christian Principles

St Philip's Christian Education Foundation (SPCEF) provides quality education in a caring, secure and challenging learning environment based on Christian beliefs, values and practices. St Philip's Christian Education's core values of Christ First, Serve One Another, Strive for Excellence, Do What is Right and Build Community are a reflection of our 'faith expressing itself in love' (Galations 6:5). Our faith permeates through all that we do and underpins the foundation of our lives. It is out of a demonstration of this faith that students will have the opportunity to discover the wonderful privilege of having a genuine relationship with God through His love as we seek to meet their needs in education.

2. General Statement

St Philip's Christian Education Foundation is committed to Providing a respectful environment that is safe, responsive and supportive, involves close interaction between a diverse body of students, College staff and parents within our College community. Such diversity brings differing perspectives and interpretations and as a result disagreement and conflict can occur. What is important is how conflict is resolved.

3. Definitions

- 1.1 **Formal 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
- 1.2 **Procedural Fairness (natural justice)** is generally recognized as having three key elements: the right of a 'hearing'; the right of an 'unbiased decision'; and the 'right of appeal'.
- 1.3 **Restitution** is an effort to 'right the wrong' that has been done.
- 1.4 **Evidence Based Investigation** is a process of determining the 'facts of the matter' by ruling out persons with a conflict of interest and collating a wide range of reliable evidence.
- 1.5 **Pastoral Support** is providing support for the student (for example, Pastoral Care Teacher, College Wellbeing / Counsellor, staff member of their choice).

4. Objectives

- 1.6 **The objectives** of St Philip's Christian Education Foundation under this policy are to:
 - 1.6.1 Establish biblical principles for resolving conflict
 - 1.6.2 Resolve concerns and complaints in a prompt, impartial and just manner
 - 1.6.3 Develop and maintain a positive and collaborative relationship between home, school and the community
 - 1.6.4 To welcome and value diversity of opinion
 - 1.6.5 Ensure parents / carers feel their opinion is valued and to raise issues without fear of repercussion.
 - 1.6.6 Provide a clear procedure for complaints / grievances (See Annexure "A").

5. Roles and Responsibilities

- 1.7 **The Central Office** will:
 - 1.7.1 Assess and resolve any complaints / grievances or appeals on a case-by-case basis
 - 1.7.2 Where reasonable, undertake formal investigations and respond according to relevant policies and procedures
 - 1.7.3 Maintain reasonable confidentiality and privacy in all matters
 - 1.7.4 Advise the complainant in writing of the resolution.
 - 1.7.5 Advise the Board of active and resolved complaints and grievances
 - 1.7.6 Refer any request for review of determination of a complaint / grievance to the external body of the Association of Independent Schools NSW.
- 1.8 **The Principal / Heads of Entities** will:
 - 1.8.1 Ensure that the principles of fairness, accessibility, transparency, responsiveness, accountability and constructiveness is applied to the complaints / procedures.
 - 1.8.2 Be responsible for the effective management of suggestions, complaints and allegations.
 - 1.8.3 Ensure that the complainant has followed the procedures for raising a concern / complaint.

- 1.8.4 Determine, based on the nature of the complaint / grievance, if mandatory reporting is required.
 - 1.8.5 Ensure communication is provided promptly to all parties involved.
 - 1.8.6 Ensure complaints / grievances are recorded and saved, including follow-up undertaken and feedback provided.
 - 1.8.7 Maintain reasonable confidentiality and privacy in all matters.
 - 1.8.8 Refer any appeal of the decision of a complaint / grievance to the CEO.
- 1.9 **The School Leadership** will:
- 1.9.1 Ensure all complaints / grievances are dealt with utilising the principles of fairness, accessibility, transparency, responsiveness, accountability and constructiveness.
 - 1.9.2 Ensure that the complainant has followed the procedures for raising a complaint / grievance.
 - 1.9.3 Assess the complaint / grievance in accordance with this policy and if reasonable, respond to the complaint / grievance.
 - 1.9.4 Provide details to immediate supervisor of complaint / grievance details.
 - 1.9.5 Ensure communication is provided promptly to all parties involved
 - 1.9.6 Maintain reasonable confidentiality and privacy in all matters.
 - 1.9.7 Ensure complaints / grievances are recorded and saved, including follow-up undertaken and feedback provided.
- 1.10 **Employees** will:
- 1.10.1 Ensure all complaints / grievances are handled with in accordance with this policy.
 - 1.10.2 If contacted by a parent / caregiver / community member, provide details to immediate supervisor of complaint / grievance.
 - 1.10.3 Maintain confidentiality and privacy in all matters.
 - 1.10.4 Ensure complaints / grievances are recorded and saved.
 - 1.10.5 Refer any appeal of a decision of a complaint / grievance within 7 days to the Principal / Head of Entity.
 - 1.10.6 Refer any request for the appeal to be considered by an external party to the CEO within 7 days of the final determination.
- 1.11 **Parents / Caregivers** will:
- 1.11.1 Ensure all complaints / grievances are made in accordance with this policy.
 - 1.11.2 Ensure all complaints / grievances are made in a polite and respectful manner.
 - 1.11.3 Maintain confidentiality and privacy in all matters.
 - 1.11.4 Refer any appeal of a decision of a complaint / grievance within 7 days to the Principal / Head of Entity.
 - 1.11.5 Refer any request for the appeal to be considered by an external party to the CEO within 7 days from the final determination.
- 1.12 **Students** will:
- 1.1.1 Ensure all complaints / grievances are made in accordance with this policy.
 - 1.1.2 Ensure all complaints / grievances are made in a polite and respectful manner.

Related Documents

Whistleblower Policy

Complaints & Grievance Procedure & Guidelines

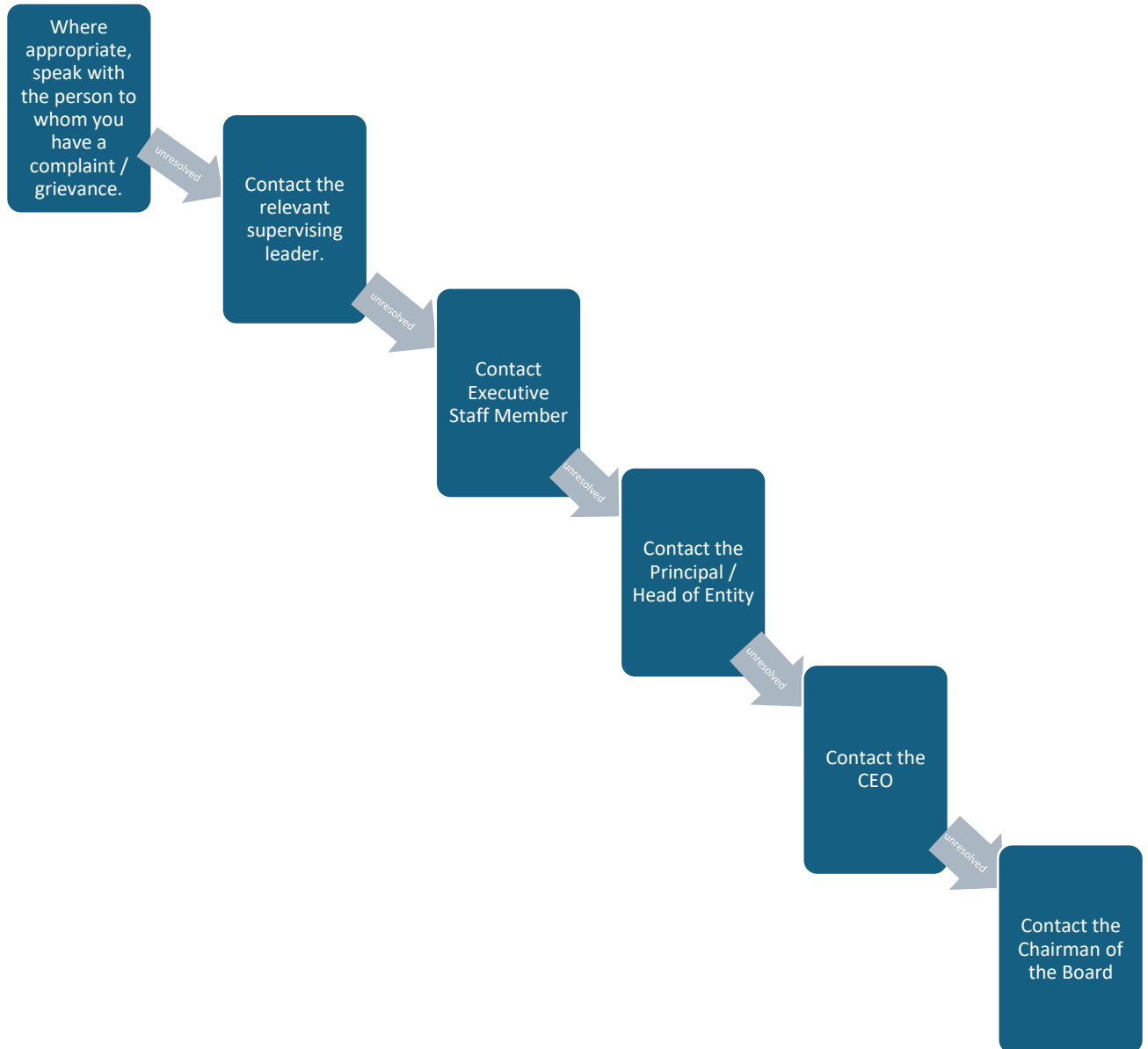
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Christian
Education**
FOR THE WHOLE OF LIFE

Appendix "A" Complaints & Grievance Process

The chart below indicates to whom and in what order complaints should be made.



Exception

There may be circumstances where some steps outlined above are not reasonably appropriate and St Philip's Christian Education maintain the right to determine each complaint / grievance on a case-by-case basis.