



For the Whole of Their Life

**St. Philip's Christian College  
Cessnock**

**Managing Complaints & Grievances Policy  
2014**

**Policy Document Information**

Compliance	
Board of Studies	Registered and Accredited Individual Non-Government Schools (NSW) Manual Section 3.6.2 (Safe and Supportive Environment) Section 3.10.1 (Reporting on changes made to policies)
Legislative Requirements	NSW Education Act(1990) <a href="http://www.austlii.edu.au/au/legis/nsw/consol_act/ea1990104">www.austlii.edu.au/au/legis/nsw/consol_act/ea1990104</a> Children and Young Persons (Care and Protections Act 1998) Sect 23 <a href="http://www.austlii.edu.au/au/legis/nsw/consol_act/carpapa1998442/s23.html">www.austlii.edu.au/au/legis/nsw/consol_act/carpapa1998442/s23.html</a> The Ombudsman Amendment (Child Protection and Community) Act 1998 <a href="http://www.legislation.nsw.gov.au/sessionalview/sessional/act/1998-148.pdf">http://www.legislation.nsw.gov.au/sessionalview/sessional/act/1998-148.pdf</a> Anti-Discrimination Act 1977 <a href="http://www.austlii.edu.au/au/legis/nsw/consol_act/aa1977204/">http://www.austlii.edu.au/au/legis/nsw/consol_act/aa1977204/</a> Work Health and Safety Act 2011 <a href="http://corrigan.austlii.edu.au/au/legis/nsw/consol_act/whasa2011218/">http://corrigan.austlii.edu.au/au/legis/nsw/consol_act/whasa2011218/</a> National Code of Good Practice for Responding to Complaints about Vocational and Education Training Quality – Australian Department of Education, Science and Training <a href="http://www.dest.gov.au/NR/rdonlyres/32B15873-90DC-4441-9AC4-03135B595B52/2210/ncc.pdf">http://www.dest.gov.au/NR/rdonlyres/32B15873-90DC-4441-9AC4-03135B595B52/2210/ncc.pdf</a> CCH School Principal's Legal Guide <a href="http://www.cch.com.au">www.cch.com.au</a>
Other Policy Relationships	Child Protection Allegations against Staff Work Health and Safety Grievance Handling Policy and Procedures Communication – Home/School Policy and Procedures
Key Dates	
Review Date	March 2017
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

The College's policies which are made from time to time are made pursuant to the requirements set out in section 47 of the *Education Act* and of the Board of Studies for registration of the school.



*For the Whole of Their Life*

## **St. Philip's Christian College Cessnock**

### **Complaints & Grievances Policy 2014**

#### **I General Statement**

At times parents, carers or members of the College community may have a concern or complaint that they would like to discuss with the school. The College has guidelines and procedures for handling such complaints. These guidelines and procedures are based on biblical principles. The Bible clearly encourages us to seek to resolve differences between each other and to live in harmony with one another:

- **Do all you can to live in harmony with others** - Romans 12:16 says 'Live in harmony with one another'.
- **Resolve differences quickly** - Ephesians 4:26 emphasises the need to resolve differences before the end of the day.
- **Deal with any issue in the proper order** – Matthew 18:15-17 describes dealing first with the person who may have offended you, then if the person doesn't respond appropriately, to take the matter to a higher authority.

#### **2 Aim**

This policy sets out the manner in which St. Philip's Christian College, Cessnock shall manage and resolve receiving complaints in a prompt, impartial and just way.

#### **3. Objectives - Policy statement**

Objectives - Policy statement

- 3.1 To establish biblical principles for resolving conflict.
- 3.2 To resolve concerns and complaints in a prompt, impartial and just manner.
- 3.3 To develop and maintain a positive and collaborative relationship between home, school and the community
- 3.4 To welcome and value diversity of opinion
- 3.5 For parents/carers to feel their opinion is valued and to raise issues without fear of repercussion.

#### **4. Audience and Applicability**

All students, staff, parents and community members of St. Philip's Christian College, Cessnock.

## **5. Context**

- 5.1 The resolution of conflict in every school community is vital to the well being and success of the school community.
- 5.2 Certain matters concerning Child Protection or other areas covered by specific legislation will be referred immediately to the relevant external agency.
- 5.3 Parents/carers must have access to processes that allow them to resolve concerns and complaints in a supportive conciliatory environment
- 5.4 The College views areas of concern/complaints as an avenue to improve its working relationships with parents/carers.

## **6. Responsibilities and delegations**

### **6.1 Principal**

- 6.1.1 The Principal is responsible for the general conduct and the efficient, effective and economical management of the College and its staff.
- 6.1.2 The Principal is to establish and regularly review the College's Complaints policies, guidelines and procedures.
- 6.1.3 The Principal will ensure that the National Code of Good Practice for Responding to Complaints about Vocational and Education Training Quality – Australian Department of Education, Science and Training principles of fairness, accessibility, transparency, responsiveness, accountability and constructiveness is applied to the complaints procedures.
- 6.1.4 The Principal is ultimately responsible for the effective management of suggestions, complaints and allegations.
- 6.1.5 The Principal should ensure that the complainant has followed the College procedures for raising a concern/complaint
- 6.1.6 The Principal will determine, based on the nature of the concern/complaint, if mandatory reporting is required.
- 6.1.7 The Principal will maintain confidentiality and privacy in all matters

### **6.2 Heads of Schools**

- 6.2.1 Monitor and manage the general conduct and professionalism of the teaching staff and relevant Administrative staff.
- 6.2.2 Ensure in all dealings with parents and community members that the principles of fairness, accessibility, transparency, responsiveness, accountability and constructiveness are applied to the complaints procedures.
- 6.2.3 Ensure that the complainant has followed the College procedures for raising a concern/complaint
- 6.2.4 Listen appropriately to parent/concerns complaints
- 6.2.5 Appropriately respond to the concern/complaint, giving details to immediate supervisor and following biblical principles
- 6.3.6 Maintain confidentiality and privacy in all matters
- 6.2.7 Ensure concerns/complaints are appropriately documented including all follow-up undertaken and feedback given.
- 6.2.8 Ensure that feedback is promptly given to persons lodging a concern/complaint and to the person subject of a complaint.

### **6.3 Teachers**

- 6.3.1 Listen appropriately to parent/concerns complaints
- 6.3.2 Appropriately respond to the concern/complaint, giving details to immediate supervisor
- 6.3.3 Appropriately document concern/complaint including all follow-up undertaken and feedback given.
- 6.3.4 Follow biblical principles when dealing with concerns/complaints
- 6.3.5 Maintain confidentiality and privacy in all matters

**6.4. Administration & Ancillary Staff**

- 6.4.1 Direct person making complaint to the appropriate person to lodge a concern/complaint
- 6.4.2 Make suitable times for interviews with parents and relevant staff.
- 6.4.3 Maintain confidentiality and privacy in all matters.

**6.5 Parent/Carers**

- 6.5.1 Direct to appropriate persons
- 6.5.2 Maintain confidentiality and privacy in all matters

**6.6 Students**

- 6.6.1 Direct concerns/complaints with a staff member in a polite and respectful manner.

**7. Monitoring, evaluation and reporting requirements**

This policy will be evaluated and reviewed every three years or as needed in line with legislative changes.

**8. Document details and history**

This document is based on the College's Complaints Procedures (2010) and Guidelines documents (2012).

**Additional Materials**

This policy should be read in conjunction with the College Complaints Procedures (2010) and Guidelines documents (2012). Staff should also be familiar with the College Grievance policy documents.