SCOTS ALL SAINTS COLLEGE



PROCEDURES FOR COMPLAINTS

This procedure outlines how complaints will be handled by Scots All Saints College (referred to as "the College").

Members of the College community, that is parents, students and staff, have a right to raise concerns and have them addressed in a timely manner by an appropriate member of staff.

This complaint procedure is intended to:

- enable the College to respond well to complaints;
- resolve complaints in a timely, fair and helpful manner;
- give the public confidence in our administrative processes;
- provide information to enhance our services, systems and complaint handling; and
- prevent complainants or students from suffering detriment because a complaint has been made by them or on their behalf.

Introduction and Scope

1. A complaint is an expression of dissatisfaction made to the College about an educational and/or operational matter relating to services provided by the College.

2. 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 the procedures outlined at Point 8 below.

   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's Procedures for Handling Allegations of Staff Misconduct and Reportable Conduct*. Please refer to the College 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.

3. Certain complaints will be handled differently to this procedure:

   a. Complaints about reportable conduct will be addressed in accordance with the College's internal Child Protection Program and Child Safe Program.

   b. Complaints made by an overseas student or parent/carer will be addressed in accordance with the Overseas Students Complaints Handling.

   c. Personal grievances between students, parents, guardians or other members of the College community.

   d. Complaints regarding a grievance between staff members about work matters, including work relationships and decisions made by other staff members which impact on their work, will be addressed in accordance with the College's internal Staff Grievance Procedures.

   e. Complaints regarding unlawful discrimination, harassment or bullying between staff are generally addressed in accordance with the College's internal Harassment Policy and Procedures, Anti-Discrimination Policy and Procedures and Staff, Bullying Policy and Procedures.

   f. Whistleblowing complaints are dealt with in the College's Whistleblower Policy. Please refer to the

   g. Whistleblower Policy for clarification on what does and does not constitute a whistleblowing disclosure.

4. Complainants may lodge an informal or formal complaint with the College.

Confidentiality and Anonymity

5. All parties involved in complaints handling, including the complainant, are required to maintain appropriate confidentiality, including in relation to handling and storing records. Generally, information about a concern or complaint will only be shared as necessary in order for the College to handle complaints in accordance with the principles of procedural fairness.
6. The College respects that in some cases, members of the College community may prefer to remain anonymous in their concerns or complaints. Complaints may be made anonymously, however, anonymity can make it difficult for the College to effectively investigate and resolve complaints.

How to Raise a Complaint

7. The College encourages people to come forward and voice any complaints. In the first instance, the College encourages complaints to be raised by a complainant directly with the person involved. Many issues causing concern at the College can be handled in an informal manner and the College asks that, where appropriate, this be done.

8. For parents/carers of current students, the process and general hierarchy for contacting staff relating to academic, pastoral or wellbeing issues relating to their child is outlined in the Campus Handbooks available on the Parent Portal. Contact details for the College including telephone numbers, email addresses and postal addresses are available in these Campus Handbooks. Please telephone our College Reception for any assistance obtaining contact details.

9. If the complainant does not feel comfortable raising the matter directly with the person involved or the matter is one where it may not be appropriate to do so, or a matter is not resolved through informal processes, the complainant may raise the matter formally with the College through any of the following means:

By contacting the following Executive staff member for relevant areas of the College and mark confidential:

- Senior School: Head of Senior
- Junior School: Head of Junior School
- Support and Operations: Chief Operating Officer

10. Where a person wishes to make a formal complaint concerning a Head of School, the Chief Operating Officer or Deputy Head of College, then the complaint should be made to the Head of College by email to hoc@scotsallsaints.nsw.edu.au.

11. Where a person wishes to make a formal complaint, concerning the Head of College, the complaint should be addressed to the Chair of the College Council by writing a letter, marked private and confidential and sending it to 4173 O'Connell Road White Rock NSW 2795. In this situation, references in this procedure to the Head of College should be read as a reference to the Chair of the College Council.

Handling a Complaint

12. Depending on the subject matter and member of staff concerned in the complaint, an Executive staff member of staff or the Head of College or Delegate will assess the complaint. That person will determine:

a) whether the complaint is one to be addressed under this procedure or is a staff grievance or reportable conduct matter which are appropriately dealt with by the relevant policies and procedures; and

b) the priority of the complaint in accordance with the urgency and/or seriousness of the matter raised; and

c) whether the College may be required to report the matter to the Office of the Children's Guardian, Police, Department of Communities and Justice or other relevant authorities should the complaint relate to possible unlawful conduct or other reportable matters.

13. Depending on the nature of the complaint an Executive Staff member or the Head of College may delegate the handling of the complaint to other staff of the College as the Executive Staff or Head of College deems appropriate

14. An Executive staff member, the Head of College or Delegate generally will manage a formal complaint by:

    a) acknowledging receipt of a formal complaint in writing as soon as practicable

    b) advising the complainant of the steps that will be undertaken by the College in relation to the complaint;

    c) if appropriate, advising the relevant parties that are the subject of the complaint in order to provide them with an opportunity to respond;

    d) collecting any additional information the College considers necessary to assess the complaint;

    e) making a decision about how the complaint will be resolved ("resolution decision"); and

    f) advising the complainant in writing, and any other relevant parties as appropriate, of the resolution decision if appropriate, any proposed action to be taken.

15. There may be circumstances where some of the steps outlined above are not appropriate and the College retains discretion to determine, on a case-by-case basis, the most appropriate method of handling the complaint.

16. A complainant and the relevant parties that are the subject of the complaint may choose to have an appropriate adult support person present at any meeting with representatives of the College about the complaint. The College maintains the right to determine whether or not a nominated support person is appropriate and may deny their attendance to any meetings.

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