

<b>Section of Manual:</b>	<b>9. MANAGEMENT &amp; OPERATION 9.3 NOTIFICATION TO THE AUTHORITY</b>		
Document	<b>POLICY 9.3.3 COMPLAINTS OR GRIEVANCES RECEIVED BY THE SCHOOL</b>		
Date of Endorsement:	April 2019	Review Date:	April 2020
Review Panel	The CEO/Principal, Head Teacher must be a part of the review of this Policy		
Purpose:	To ensure: the School has processes in place for the receipt of complaints, grievances and compliments		
Scope:	Relates to: Students; staff; parents; key stakeholders		
RANGS Manual:	3.9 Management & Operation		
Policy	<p>The School views complaints, as well as compliments and other constructive feedback as a way of creating opportunities for the school to improve its services and prevent future problems. Moreover, this policy foundations nest within the ideology that all feedback will be appropriately addressed through the use of the organisation policy and procedures. Additionally, that the implementation of this policy will also centre on procedural fairness.</p> <p>In the first instance, individuals making a complaint to the School can be assured feedback received will be received and formally actioned and the aggrieved individual will receive formal written advice aligned to the outcome.</p> <p>In respect to complaints related to School employees involving the school ability to provide a safe and supportive environment or any concern about a staff member. The organisation will follow the process as follows.</p> <p>Where a complaint aligns to reportable conduct, the complaints process will be managed in line with the organisation's policy 5.1.1 Protecting and supporting young people.</p> <p>However, there are various levels at which complaints can be received or made, and these may include but are not limited to;</p> <ul style="list-style-type: none"> <li>● Protection of Children and Young People</li> <li>● Anti-Discrimination</li> <li>● Staff members</li> <li>● Other Alleged breaches of Legislation, Policy, Procedure or Contract</li> <li>● Other Suggestions and Complaints</li> </ul>		

In the instance where the school receives a complaint, and or constructive feedback is made to the school has specific policies aligned to the management of complaints

In reference to the first two categories listed above the School has implemented specific policies. Policies and procedures aligned to these two categories provide listed delegates empowered to ensure the intents of the policies are followed in accordance with procedure. For other matters of complaint or grievance other associated policies will be consulted (i.e. WHS policy, Harassment Policy etc.) subsequently a specific policy shall act as a generic cover for all complaints or grievances not already addressed.

A suggestion or complaint can be lodged by any person who is a user or potential user of the School services. Such individuals can include a student, a parent or caregiver or community member. The suggestion or complaint can be about any aspect of the service provided or not provided, the behaviour or decisions of current students & staff, or about workplace practices, policies or procedures.

In the initial form, complaints should be forwarded to the Principal. If the complaint is in regard to this person, or the Principal deems it necessary, the complaint should be forwarded to the Chairperson, of the Western Riverina Community College Inc.

The following process will be applied to complaints with the exception of an issue of a serious nature and the matter warrants a formal investigation. In the first instance, attempts should be made to resolve the problem at the earliest possible opportunity. We suggest the following;

The receiver of the complaint will acknowledge the complainant in the following way;

- allow the party to state the cause of their concern.
- exchange facts and beliefs.
- clarify events.
- listen.
- apologise for any behaviour that may have distressed the other party.
- consider all points of view in the matter.
- Document, the conversation.

The action of making a complaint can occur in the following ways as a general suggestion, the making of a complaint should involve the complaint or allegation be made orally or in writing. If oral, the staff member receiving the complaint will document the nature of the complaint. An oral complaint when putting into writing should be signed by the complainant. It is preferable but not essential that the documented version of the complaint includes the complainant's name and signature.

After the complaint has been received CEO/Principal will then decide between options

1. Dismiss the complaint as the mcomplaint refers to a decision in accordance with existing policy, procedure, legislation or monitored best practice.
2. Conclude that the complaint has been substantially resolved through the discussions regarding the complaint.
3. Undertake a systems improvement.
4. Negotiation.
5. Investigation.

After the resolution of the complaint, the CEO/Principal will contact the complainant in writing to notify them of the outcome.

The outcome of the Complaint should also be recorded. In the case of minor complaints (noise, mess etc.) this recording can be as a diary note in the CEO's diary. In regards to anything that requires negotiation or investigation, confidential files should be kept on the matter and stored with the CEO/Principal.

#### False and Malicious Complaints or Allegations

Where a complaint or allegation is found to be false, and there is evidence of malicious intent on the part of the complainant, then remedies are possible.

Note that establishing that a complaint is false is not the same as establishing that the complaint cannot be substantiated. The former implies there is evidence to show the allegation is false. The latter implies a lack of evidence either way.

Where a School employee makes a complaint or allegation that is both false and malicious, disciplinary action will be considered, especially where there is evidence that they knew the complaint or allegation to be false or where they continue to make the complaint or allegation after being instructed to cease.

	<p>However, the making of protected disclosures (Protection of Children and Young People) cannot be grounds for defamation. Where the complaint or allegation is made in good faith and through the proper channels, employees who complain and those investigating a complaint have a defence against defamation action.</p> <p>Where a student makes a complaint or allegation that is both false and malicious, action may be taken under the relevant student discipline policy. Use of discipline procedures should only occur where there is evidence that the student knew the complaint or allegation was false.</p> <p>Where a parent or other member of the public makes a complaint or allegation that is false and malicious, civil remedies such as defamation action may be suggested to the person who is the subject of the complaint or allegation.</p>
Supporting Documentation	