



# Complaints Handling Policy

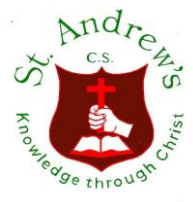
## St. Andrew's Christian School

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## Complaints Handling Policy – Rangs Manual 3.6.2

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St. Andrew's Christian School (STACS) welcomes feedback and takes all complaints or concerns seriously. This Complaints Handling Policy is designed to assist you to understand how to make a formal complaint.

If you have a concern about, or complaint against another member of the school community, the first step is to take it to the person directly and deal with it in a Christ-like manner.

We are exhorted in Ephesians 4:2-3 to 'be completely humble and gentle; be patient, bearing with one another in love. Make every effort to keep the unity of the spirit through the bond of peace'. Christians are called upon to resolve disagreements amongst themselves and to 'live in harmony with one another' (Romans 12:14).

## Our Commitment

STACS is committed to handling complaints effectively and efficiently. STACS follows Biblical principles and adheres to procedural fairness. All communication by staff and the parent/carer should conform to communication protocols in the Codes of Conduct characterised by courtesy and respect.

Confidentiality applies with respect to both information relating to the person making the complaint, and, if relevant to a person against whom a complaint is made. STACS is committed to maintaining the confidentiality of information throughout the complaints process. Personally identifiable information about a complainant will only be made available for the purpose of addressing the complaint and (unless the complainant consents) will be actively protected from disclosure.

## Principles of our Policy

- everyone should be treated with respect
- meetings to discuss complaints/concerns will be suspended if any person(s) behaves in an insulting or offensive manner

## What is a Complaint?

A complaint is an expression of dissatisfaction made related to our services or operations, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected.

**Most** complaints are best resolved at the local level. In schools, the classroom or subject teacher is often the best person to handle routine concerns about matters within their classroom and/or area of responsibility.

**Some** complaints will need the involvement of a member of the executive (Head of Primary or Secondary; Principal; Business Manager or Chaplain). As issues are clarified, a complaint may need to be handed to another suitable person.

**Few** complaints should require management at the Principal (or Board Chair) level. Some complaints received at the Principal (or Board Chair) level may also be suitable for internal review.

<b>Who</b>	<b>What for...Examples</b>
<b>Classroom teacher/Year Coordinator</b>	Student learning matters; class discipline; playground; friendship issues; homework; issues outside school which may impact on learning
<b>Member of the Executive</b>	Continuation of issues raised with classroom teacher; school wide matters (traffic, policies, procedures); grievances with other parents
<b>Principal</b>	Continuation of unresolved issues; student protection concerns; complaints about staff; serious breaches of any of our Code of Conducts
<b>Board Chairperson</b>	Continuation of unresolved issues; complaint about the Principal

## **Types of Complaints**

### **Child Protection Related**

Complaints and allegations of staff misconduct or reportable conduct are managed separately to other complaints. For more information refer to our website under Policies: *Procedures for Handling Allegations of Staff Misconduct and Reportable Conduct*.

### **Students about Students**

Complaints from students about student behaviour, such as bullying or aggressive behaviour, are managed through the Student Duty of Care and Behaviour Management policies.

### **Social Media**

Complaints and report regarding technology/social media should be directed to the Principal. These are managed with our Social Media Policy.

### **All Other Complaints**

Parent/Carer Complaint  
 Staff Member Complaint  
 Community Member Complaint  
 – see flowcharts in this document

## How Do I Make A Formal Complaint?

In the first instance, the School requests that there is an attempt to informally resolve the issue. If that is not appropriate or the issue was not addressed to your satisfaction, please contact our Complaints Manager (School Principal) by one of the following

1. Sending an email to [complaints@standrewscs.nsw.edu.au](mailto:complaints@standrewscs.nsw.edu.au)
2. Writing a letter to the School addressed to "The Complaints Manager" – 84 Washpool Road, Clarenza NSW 2460
3. Telephoning the School on 6643 4770 and making an appointment with the Principal
4. If the complaint is regarding the Principal, contact the Board Chairman (Presbyterian Church NSW ph. 9690 9333)

## Record Keeping

It is the responsibility of the person to whom the complaint is made to maintain records in relation to a complaint.

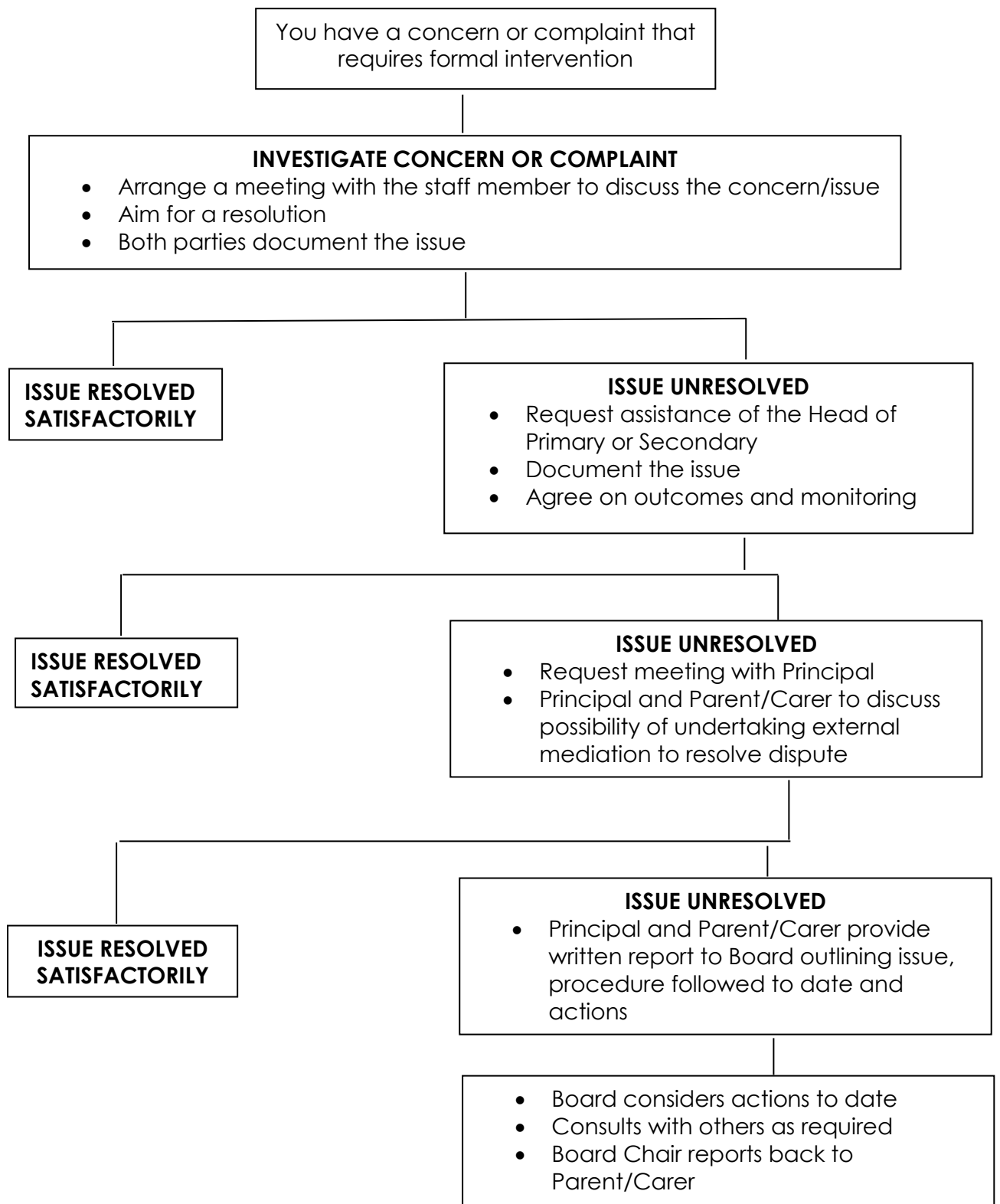
Within the School, Engage is the preferred method of recording.

## Supporting Policies

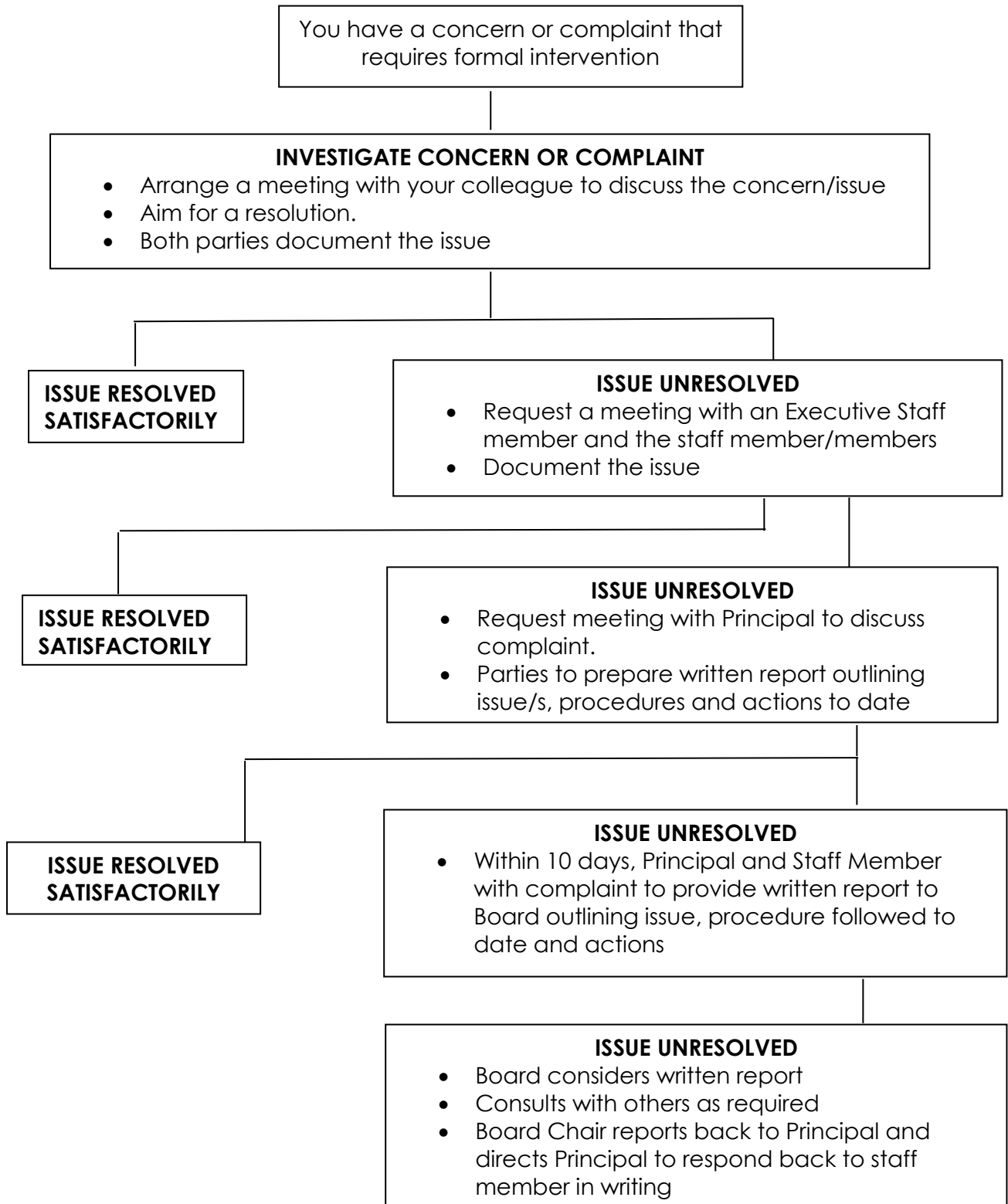
This Policy should be read in conjunction with the following policies:

- Procedures for Handling Allegations of Staff Misconduct and Reportable Conduct Bullying, Harassment
- Child Protection Policy
- Parent Handbook
- Staff Handbook

## APPENDIX A – Parent/Carer Procedure



## APPENDIX B – Staff Procedure



## APPENDIX C – Community Member Procedure

