



Complaints Handling Policy

Purpose:	The purpose of this policy is to ensure that student, parent and employee complaints and disputes are dealt with in a responsive, efficient, effective, and fair way.	
Scope:	Students, parents, and employees, including full-time, part-time, permanent, fixed term and casual employees, as well as contractors, volunteers and people undertaking work experience or vocational placements.	
Status:	Current	Supersedes: Grievance Policy & Procedure 27/09/2018
Authorised by:	Board Chair	Date of Authorisation: 15 th June 2020
References:	<ul style="list-style-type: none"> • <i>Education (Accreditation of Non-State Schools) Regulations 2017</i> • <i>Australian Education Regulations 2013</i> • <i>Fair Work Act 2009</i> • <i>Work Health and Safety Act 2011 (Qld)</i> • <i>Privacy Act 1988 (Cth)</i> • <i>Anti-Discrimination Act 1991 (Qld)</i> • <i>Australian Human Rights Commission Act 1986 (Cth)</i> • <i>Sex Discrimination Act 1984 (Cth)</i> • <i>Age Discrimination Act 2004 (Cth)</i> • <i>Disability Discrimination Act 1992 (Cth)</i> • <i>Racial Discrimination Act 1975 (Cth)</i> • <i>Cairns Hinterland Steiner School Complaints Handling Procedure</i> • <i>Cairns Hinterland Steiner School Work Health and Safety Policy</i> • <i>Cairns Hinterland Steiner School Anti-Discrimination Policy</i> • <i>Cairns Hinterland Steiner School Sexual Harassment Policy</i> • <i>Cairns Hinterland Steiner School Disability Discrimination Policy</i> • <i>Cairns Hinterland Steiner School Workplace Bullying Policy</i> • <i>Cairns Hinterland Steiner School Privacy Policy</i> • <i>Cairns Hinterland Steiner School Child Protection Policy</i> • <i>Cairns Hinterland Steiner School Student Bullying Policy</i> • <i>Cairns Hinterland Steiner School Behaviour Management Policy</i> • <i>Cairns Hinterland Steiner School Workplace Bullying Policy</i> 	

Review Date:	Annually	Next Review Date: 31/03/2021
Policy Owner:	School Governing Body (Cairns Rudolf Steiner School Ltd)	

Issued by the:
Governing Body of the Cairns Rudolf Steiner School Limited



Mr Alan MacLean
Chairperson
Cairns Rudolf Steiner School Limited
Issued: 15th June 2020

Policy Statement

Cairns Hinterland Steiner School is committed to ensuring that student, parent, and employee complaints are dealt with in a responsive, efficient, effective, and fair way.

Cairns Hinterland Steiner School views complaints as part of an important feedback and accountability process.

Cairns Hinterland Steiner School acknowledges the right of students, parents, and employees to complain when dissatisfied with an action, inaction or decision of the school and the school encourages constructive criticism and complaints.

Cairns Hinterland Steiner School recognises that time spent on handling complaints can be an investment in better service to students, parents, and employees.

Complaints that may be Resolved under this Policy

Cairns Hinterland Steiner School encourages students, parents, and employees to lodge promptly any concerns regarding sexual harassment, child protection, discrimination, workplace bullying and privacy breaches as well as more general complaints that include areas such as:

- the school, its employees or students having done something wrong
- the school, its employees or students having failed to do something they should have done
- the school, its employees or students having acted unfairly or impolitely
- issues of student or employee behaviour that are contrary to relevant codes of conduct
- issues related to learning programs, assessment and reporting of student learning
- issues related to communication with students or parents or between employees
- issues related to school fees and payments
- general administrative issues

Student complaints may be brought by students or by parents on behalf of their children, as appropriate in the circumstances.

Issues Outside this Policy

The following matters are outside the scope of this policy and should be managed as follows:

- Child protection concerns or risks of harm to children should be dealt with in accordance with the law and the school's Child Protection Policy
- Student bullying complaints should be dealt with under the Student Bullying Policy and Behaviour Management Policy
- Student discipline matters, including matters involving suspension or expulsion, should be dealt with under the Behaviour Management Policy
- Employee complaints related to their employment should be directed to the School Administrator
- Student or employee violence or criminal matters should be directed to the School Administrator who will involve the Police as appropriate
- Formal legal proceedings

Complaints Handling Principles

Cairns Hinterland Steiner School is committed to managing complaints according to the following principles:

- complaints will be dealt with fairly and objectively and in a timely manner
- all complaints will be taken seriously
- complaints will be resolved with as little formality and disruption as possible
- anonymous complaints will be treated on their merits.

Complaints Handling Principles – cont.

- Cairns Hinterland Steiner School will determine the appropriate person to deal with the complaint in the first instance.
- mediation, negotiation, and informal resolution are optional alternatives
- procedural fairness will be ensured wherever practicable, including the right of interested parties of the complaint to be heard
- confidentiality and privacy will be maintained as much as possible
- all parties to the complaints will be appropriately supported
- Cairns Hinterland Steiner School will give reasonable progress updates
- appropriate remedies will be offered and implemented
- Cairns Hinterland Steiner School will provide a review pathway for parties to the complaint if warranted
- complainants, respondents, and people associated with them will not be victimised as a result of lodging the complaints and they will not suffer any other reprisals
- the school will keep records of complaints
- the school's insurer will be informed if a complaint could be connected to an insured risk

Responsibilities

School

The school has the following role and responsibilities:

- develop, implement, promote, and act in accordance with the school's Complaints Handling Policy and Procedures
- appropriately communicate the school's Complaints Handling Policy and Procedures to students, parents, and employees
- ensure that the Complaints Handling Procedures are readily accessible by staff, students, and parents
- upon receipt of a complaint, manage the complaint in accordance with the Complaints Handling Procedures
- ensure that appropriate support is provided to all parties to a complaint
- take appropriate action to prevent victimisation or action in reprisal against the complainant, respondent or any person associated with them
- appropriately implement remedies
- appropriately train relevant employees
- keep records
- conduct a review/audit of the Complaints Register from time to time
- monitor and report to the School's Governing Body on complaints
- report to the school's insurer when that is relevant
- refer to the School's Governing Body immediately any claim for legal redress.

All Parties to a Dispute

The complainant and respondent both have the following role and responsibilities:

- apply and comply with the school's Complaints Handling Policy and Procedures
- lodge the complaint as soon as possible after the issue arises
- expect that the complaint will be dealt with fairly and objectively; in a timely manner; with procedural fairness wherever practicable; that confidentiality and privacy will be maintained as much as possible
- provide complete and factual information in a timely manner
- not provide deliberately false or misleading information
- not make frivolous or vexatious complaints
- act in good faith, and in a calm and courteous manner

All Parties to a Dispute – cont.

- act in a non-threatening manner
- have the right to be appropriately supported
- acknowledge that a common goal is to achieve an outcome acceptable to all parties
- recognise that all parties have rights and responsibilities which must be balanced
- maintain and respect the privacy and confidentiality of all parties
- not victimise or act in reprisal against any party to the dispute or any person associated with them

Employees Receiving Complaints

Employees receiving complaints have the following role and responsibilities:

- act in accordance with the school's Complaints Handling Policy and Procedures
- inform the party lodging the complaint of how complaints can be lodged, what information will be required, and that the complaint would be best lodged as soon as practicable
- provide the complainant with information about any support or assistance available to assist them in lodging their complaint
- provide the complainant with a copy of the school's Complaints Handling Policy and Procedures
- maintain confidentiality
- keep appropriate records
- forward complaints to Executive Management Team, (Education Director and School Administrator), as appropriate
- if the complaint concerns a member of the Executive Management Team then it should be reported directly to the School Administrator.
- If the complaint concerns the School Administrator, it should be reported directly to the school's Governing Body.
- not victimise or act in reprisal against the complainant, respondent or any person associated with them

Implementation

Cairns Hinterland Steiner School is committed to raising awareness of the process for resolving complaints at the school, including by the development and implementation of this policy and related procedures, and via the clear support and promotion of the policy and procedures.

Cairns Hinterland Steiner School is also committed to appropriately training relevant employees (especially senior staff) on how to resolve complaints in line with this policy and the related procedures.

Cairns Hinterland Steiner School will keep appropriate records of complaints, will monitor complaints and their resolution, and will report on a high-level basis to the school Board on complaint handling at the school.

Cairns Hinterland Steiner School will act to encourage students, parents, and employees to contribute to a healthy school culture where complaints are resolved with as little formality and disruption as possible.

Cairns Hinterland Steiner School has appointed the School Administrator as Equity Contact Officer to provide confidential and impartial information about the school's relevant policies and processes.