Complaints Handling Policy

1. King's Christian College

1.1. **Vision**

The vision of King's Christian College (the College) is: "To be a multi-campus exemplar Christian School of 'Kingdom' significance and influence that:

- Changes the destiny of individuals, families and communities for future generations.
- Prioritises the foundation of a strong church-school relationship.
- Empowers the wider Christian school movement by being a source of knowledge, wisdom and inspiration".

1.2. **Foundational Values**

The College is guided by four Foundational Values, each grounded in scripture and reflecting the way the King's community learn, live, love, and lead. These values form the basis of King's ethos, mission and Christian faith and outline the expected behaviour of all members of the College community.

2. Purpose

2.1. The purpose of this policy is to provide written processes about receiving, assessing, investigating and otherwise dealing with complaints.[1]

3. Scope

3.1. Any person directly affected by the subject of a complaint. Examples may include staff, students or a student's parent or guardian, contractors, or community members.

4. Definitions

4.1. **King's Christian College:**

Can be referred to as the College, the Company, or the School in this policy.

4.2. **Staff**

Includes full-time, part-time, permanent, fixed-term, casual employees, and those on work placements employed at the College.

[1] Education (Accreditation of Non-State Schools) Regulations 2017, s.7

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4.3. **Workers**

Includes full-time, part-time, permanent, fixed term and casual employees, as well as contractors, volunteers, and people undertaking work experience or vocational placements.

4.4. **Complaint**

An expression of dissatisfaction made to or about the school, related to the school's services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.[2]

4.5. **Informal Complaint**

An informal complaint can be raised verbally or in writing and is intended to be resolved promptly and cooperatively without initiating a formal investigation or documented complaint process.
It is a complaint about a matter that is likely to be simple, straightforward, easily manageable, or minor, where a simple or quick resolution is appropriate, such as a discussion of the matter with a relevant staff member.

4.6. **Formal Complaint**

A formal complaint is a concern or allegation that is submitted in writing (or formally recorded) and requires formal assessment, documentation, and response under the College's complaints procedures. It is a complaint about a matter that is serious, complex or may pose a threat to the health and safety of any person. Examples include serious allegations or breaches of policy, complaints against a senior staff member, including the Principal or an informal complaint that could not be resolved informally. Assessment of the complaint is required by the Head of Marketing and Enrolments or a delegate.

4.7. **Complainant**

The person, organisation, or their representative making a complaint.[3]

4.8. **Respondent**

The person who is referred to in a complaint by a complainant as the person responsible for their concerns or who can best respond to their concern.

5. Responsibilities

5.1. **King's Christian College**

The College has the following responsibilities:

a. Develop, implement, promote and act in accordance with the College Complaints Handling Policy and procedures.
b. Appropriately communicate the Complaints Handling Policy and procedures to students, parents and employees.
c. Ensure that the Complaints Handling procedures are readily accessible by staff, students and parents.

[2] Standards Australia, Guidelines for complaint management in organizations (ISO 10002:2018, NEQ), s.4.3
[3] Standards Australia, Guidelines for complaint management in organizations (ISO 10002:2018, NEQ), s.4.2

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d. Upon receipt of a complaint, manage the complaint in accordance with the Complaints Handling Policy.
e. Ensure that appropriate support is provided to all parties to a complaint.
f. Take appropriate action to prevent victimisation or action in reprisal against the complainant, respondent or any person associated with them.
g. Appropriately implement remedies.
h. Appropriately train relevant employees.
i. Keep records.
j. Conduct a review/audit of the Complaints Register at regular intervals.
k. Report to the school's insurer when that is relevant.

5.2. **All Parties to a Dispute**

The complainant and respondent both have the following responsibilities:

a. Comply with the College Complaints Handling Policy and procedures.
b. Provide complete and factual information in a timely manner.
c. Not provide deliberately false or misleading information.
d. Not make frivolous or vexatious complaints or retaliatory complaints.
e. Act in good faith and maintain a mutually beneficial relationship of trust and cooperation.
f. Act in a calm, courteous manner and non-threatening manner.
g. Acknowledge that a common goal is to achieve an outcome acceptable to all parties.
h. Recognise that all parties have rights and responsibilities which must be balanced.
i. Maintain and respect the privacy and confidentiality of all parties.
j. Not victimise or act in reprisal against any party to the dispute or any person associated with them.

5.3. **Staff Receiving and/or Managing Complaints**

Staff receiving and/or managing complaints have the following responsibilities:

a. Act in accordance with the College's Complaints Handling Policy.
b. Refer the complainant to the College Complaints Handling Policy and provide additional information as necessary.
c. Maintain confidentiality as far as possible.
d. Keep appropriate records.
e. Forward complaints to more senior employees, including the Campus Principal, if the complaint cannot be resolved at the initial level or if it involves serious issues that require the involvement of more senior employees.
f. Not victimise or act in reprisal against the complainant, respondent or any person associated with them.

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6. Policy Statement

6.1. **Introduction**

6.1.1. King's Christian College is committed to providing a safe, supportive, and nurturing environment for all students, parents, and staff.

6.1.2. As part of our Christian ethos, we believe in treating everyone with respect, compassion, and fairness.

6.1.3. It is also acknowledged that, on occasion, issues or concerns may arise that need to be addressed.

6.1.4. The College is committed to ensuring that all complaints are managed with integrity and in an expression of Christian love and unity.

6.2. The College acknowledges the right of students, parents/guardians, staff and others to complain when dissatisfied with the school's services, including an action, inaction or decision of the school.

6.3. The College encourages constructive criticism and complaints.

6.4. The College is committed to ensuring that complaints received are handled in a responsive, efficient, consistent, effective, transparent and fair way.

6.5. The College will ensure employees can recognise, receive, and appropriately refer complaints to the informal or formal complaints procedure.

6.6. The College recognises that time spent on handling complaints can be an investment in better service to students, parents/guardians and a better culture for employees, and views complaints as part of an important feedback and accountability process.

6.7. The College promotes a safe, inclusive and culturally responsive environment for all students, ensuring their safety and wellbeing are prioritised.

6.8. The College is committed to students exercising their right to speak up and participate in the College's processes and decisions that affect them.

6.9. **Statement of Commitment – School Governing Board**

"At King's Christian College, we believe every child is created in the image of God and deserves to be treated with dignity, respect, and care. Guided by our Christian worldview and biblical values, we prioritise the safety and well-being of all children and young people in our community. We have zero tolerance for child abuse, neglect, or any form of harm.

Our commitment is grounded in the belief that:

1. Children are precious and valued by God, and we are called to protect and nurture them.
2. Listening to children and empowering them to participate in decisions that affect them honours their God-given worth and helps them to flourish.
3. Cultivating a community that values respect for diverse perspectives and embraces cultural and social differences ensures that children feel loved, respected, and secure.
4. Parents and carers play an essential role in their student's development. Building strong, positive partnerships with them is vital.

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5. Actively preventing harm through clear policies, procedures, and practices reflects our responsibility as stewards of their safety.
6. Responding promptly and appropriately to any concerns or allegations demonstrates our integrity and care.

We also affirm that our policies and practices align with the10 National Child Safe Standards and the Universal Principle, ensuring that children's rights, voices, and safety are central to everything we do.

This commitment applies to all staff, volunteers, contractors, and visitors. Together, we strive to build a culture of safety, inclusion, and trust that reflects the love of Christ."

(Approved: School Board 24 February 2026)

6.10. **Complaints Handling Principles**

The College will manage complaints according to the following (which include principles of procedural fairness):

a. Complaints will be taken seriously, dealt with fairly and objectively, without judgment and addressed in a reasonable timeframe.
b. Complaints should be resolved with as little formality and disruption as possible, having regard to the nature of the complaint.
c. Interested parties to the complaint (for example, the complainant and any respondent) will be heard and/or may provide relevant information in relation to the complaint.
d. Confidentiality and privacy will be maintained as much as possible.
e. A child-centred approach will be maintained, and all complaints will be managed in a manner that prioritises the student's safety, wellbeing, and voice.
f. A trauma-informed and culturally safe approach to managing complaints will be prioritised.
g. The Complainant and any respondent will be offered support as appropriate.
h. Victimising behaviour towards a complainant, respondent or other people associated with the complaint, will not be tolerated.
i. Complainants, who lodge a complaint on reasonable grounds, will not suffer any other reprisals based on lodging the complaint.
j. Mediation, negotiation and informal resolution are optional alternatives. The College has adopted the 'Peacewise' process and encourages its use where appropriate.

6.11. **Complaints that may be Resolved under this Policy**

The College encourages anyone who feels impacted by an issue involving the school to file a complaint. Complaints can address matters such as:

a. The school, its employees or students have done something wrong.
b. The school, its employees or students have failed to do something they should have done.
c. The school, its employees or students have acted unfairly or impolitely.
d. Issues of student or employee behaviour that are contrary to their relevant code of conduct, including inappropriate staff conduct as reported by a student.[4]
e. Issues related to learning programs, assessment and reporting of student learning.
f. Issues related to communication with students or parents, or between employees.
g. Issues related to school fees and payments.
h. General administrative issues.

[4] Education (Accreditation of Non-State Schools) Regulation 2017 s.16(2)(a)

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i. Issues relating to non-compliance with a process outlined in school policies or procedures, for example, the Student Safety and Wellbeing policy, discrimination policy, or privacy policy.[5]

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

6.12. **Issues Outside this Policy**

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

a. Child protection concerns, including allegations of sexual abuse, likely sexual abuse or harm to children, should be dealt with in accordance with the Reporting Concerns of Harm and Abuse Policy.

b. Student bullying complaints should be dealt with under the Student Code of Conduct or Behaviour Management Policy.

c. Student discipline matters, including matters involving suspension or expulsion, should be dealt with under the student culture practices.

d. Student or employee violence or criminal matters should be directed to the Campus Principal, who will involve the Police as appropriate.

e. Disputes relating to a staff member's employment should be directed to their manager and dealt with under the enterprise agreement and/or employment law and staff grievance policy.

f. Disputes between Board Members, between Company Members and Board members or between Company Members should be dealt with in accordance with the Governance Handbook.

g. Formal legal proceedings should be managed as appropriate in the circumstances.

h. Complaints relating to the education and training services provided by the school to an overseas student should be dealt with in accordance with the Education Services for Overseas Students Act 2000 and the National Code, and the school's Overseas Students' Complaints and Appeals Policy and Process.

7. Implementation

7.1. **Raising Awareness**

7.1.1. The College is committed to raising awareness of the process for resolving complaints at the school, including the development and implementation of this policy and the clear support and promotion of the policy.

7.1.2. The College Complaint Handling Policy will be available on the school's website and the College intranet.

7.1.3. The College is also committed to regular training of employees on the implementation of this policy during induction and thereafter on an annual basis for all employees.

7.2. **Complaint Register**

7.2.1. The College will maintain a complaint register with details such as the date; source and description of complaints; the employee managing the complaint; the actions taken; the outcome; and the date the complaint was closed.

[5] Education (Accreditation of Non-State Schools) Regulation 2017 s.16(5)

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7.2.2. The complaint register will be stored securely.

7.2.3. All complaints shall be entered onto the complaint register as soon as practicable after the complaint is received. The complaint register will not contain complaints about the Executive Principal. Records of complaints about the Executive Principal will be maintained by the Board, with access restricted to the Board.

7.2.4. To safeguard confidentiality and maintain the integrity of the complaint process, access to the entire complaint register will be limited to the Executive Principal, Risk and Compliance Officer and the Head of Marketing and Enrolments.

7.2.5. The Executive Principal may authorise the sharing of specific, relevant entries from the complaint register with other designated staff members (such as the senior leadership team), provided measures are taken to protect the confidentiality of all parties involved, particularly ensuring that respondents to a complaint do not gain inappropriate access to information about the allegations against them.

8. Complaint Handling Procedure

8.1. Lodging a Complaint

8.1.1. Complaints can be lodged with the most appropriate staff member at the local level, for example, the initial contact point for many complaints is the student's relevant classroom teacher.

8.1.2. Complaints about the Campus Principal must be lodged with the Executive Principal. Complaints about the Executive Principal must be lodged with the Board Chair via chairman@kingscollege.qld.edu.au.

8.1.3. Complaints can be lodged through various methods, including

a. Phone
b. Email
c. In person (by appointment)

8.1.4. If the complainant is unsure where to direct their complaint, they can contact the College on

a. Reedy Creek Campus - 07 5587 7600
b. Reedy Creek Early Learning Centre – 07 5587 7630
c. Pimpama Campus – 07 5587 7600
d. Pimpama Early Learning Centre – 07 5587 7665
e. Logan Village Campus – 07 5587 7680
f. Logan Village Early Learning Centre – 07 5587 7685

8.1.5. If the complainant is uncomfortable directing the complaint to the most appropriate member at the local level, or wants to make a formal complaint, they can submit a complaint by completing the Online Complaints Form (available on the school website).

8.1.6. Where an anonymous complaint is lodged, the school will follow the complaints handling policy when there is sufficient information to do so.

8.2. Acknowledgement, Assessment and Referral

8.2.1. The staff member receiving the complaint will:

a. Acknowledge the complaint within two (2) business days, outlining the next steps and, where possible, the estimated timeframes.

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b. Assess the complaint, using the definitions of informal and formal complaints in this policy, and refer the complaint to the informal or formal complaints process.

8.3. **Registration and Support**

8.3.1. The recipient of the complaint will promptly enter it onto the complaints register, regardless of whether it proceeds through the informal or formal process.

8.3.2. The recipient of the complaint will offer support to the complainant as appropriate, which may include assistance with completing forms or understanding procedures.

8.3.3. If a student is a complainant, respondent or victim, or the child of a complainant, respondent or victim of a matter being managed through this policy, the school may offer the student support where appropriate, e.g. discussing suitable adjustments with parents/caregivers.

8.4. **Informal Complaints Handling Process**

8.4.1. The informal process is designed to resolve issues promptly and collaboratively at the local level.

8.4.2. It may involve constructive discussion and negotiation between the complainant and the relevant staff member(s).

8.4.3. If the complaint cannot be resolved informally, it will be escalated to the formal process.

8.5. **Formal Complaints Handling Process**

8.5.1. The formal process begins with the assessment of the complaint by a designated staff member (e.g. a member of the senior leadership team or the Board Chair for complaints against the Executive Principal.

8.5.2. The staff member may gather additional information through investigation, interviews, or evidence review. The staff member may consult with the appropriate members of the student's or the family's community.

8.5.3. The staff member will determine appropriate action, which may include:

a. Mediation.
b. Disciplinary measures.
c. Implementation of policy changes.
d. Referral to external agencies (e.g. police).
e. Provision of written updates to the complainant throughout the process.
f. Other actions the Executive, Campus Principal or delegate may determine as appropriate in the circumstances.

8.6. **Complaint Closure**

8.6.1. The complaint register will be updated with the date the complaint is closed and a brief summary of the outcome.

8.6.2. The complainant will receive written notification of the outcome and any actions taken where appropriate.

8.7. **Appeals Process**

8.7.1. Complainants may appeal the outcome of a complaint by writing to:

a. The Campus Principal (for complaints not previously managed by the Campus Principal).

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b. The Executive Principal (for complaints not previously managed by the Campus Principal).
c. The Board Chair (for complaints previously managed by the Executive Principal, complaints about the Executive Principal).

9. Relevant Legislation, Standards and Codes

- *Education (Accreditation of Non-State Schools) Regulations 2017*
- *Fair Work Act 2009*
- *Work Health and Safety Act 2011 (Qld)*
- *Privacy Act 1988 (Cth)*
- *Anti-Discrimination Act 1991 (Qld)*
- *Australian Human Rights Commission Act 1986 (Cth)*
- *Sex Discrimination Act 1984 (Cth)*
- *Age Discrimination Act 2004 (Cth)*
- *Disability Discrimination Act 1992 (Cth)*
- *Racial Discrimination Act 1975 (Cth)*
- *Standards Australia, Guidelines for complaint management in organisations (ISO 10002:2022, NEQ)*
- *Child Safe Organisations Act 2024 (Qld)*
- *Child Safe Organisations | Queensland Family and Child Commission*

10. Related Documents

- King's Christian College Student Safety and Wellbeing Policy
- Child Safe Standards – Statement of Commitment
- King's Christian College Reporting Concerns of Harm and Abuse Policy
- King's Christian College Child Safe Code of Conduct
- King's Christian College Workplace Sexual Harassment Policy
- King's Christian College Bullying and Harassment Policy – Workers
- King's Christian College Child Safe Code of Conduct
- King's Christian College Work Health and Safety Policy
- King's Christian College Anti-Discrimination Policy
- King's Christian College Disability Discrimination Policy
- King's Christian College Privacy Policy
- King's Christian College Worker Code of Conduct
- King's Christian College Enrolment Contract
- King's Christian College Enterprise Bargaining Agreement

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