



Student complaints policy

Author	ADS
Risk category	Governance and Compliance
NESA	3.6.2
Relevant legislation/ guidelines	<ul style="list-style-type: none"> Registered and Accredited Individual Non-government Schools (NSW) Manual
Related documents	<ul style="list-style-type: none"> Student code of conduct Child protection policy Investigations policy and procedure Whistleblower policy and procedure Child safe policy
Document location	G:\Executive\Policies & Template Forms\2 Complaints G:\Policies\2 Complaints
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Date of approval	November 2022
Review cycle	Biennial
Feedback	Feedback on this policy can be emailed to communityquestions@tasg.nsw.edu.au

Purpose

This policy and procedure is designed to ensure that student complaints about The Anglican School Googong's (TASG) (the School), its personnel, other persons, programs and services are managed through an effective and consistent process.

Scope

This is a school policy and applies to personnel in all services and programs.

According to the type of complaint it may be read in conjunction with *Reportable conduct policy* and/or *Mandatory reporting*. All complaints relating to child safety are to be dealt with using the procedures outlined in the *Child protection policy*. Complainants are not required to assess whether their concern meets the threshold of reportable conduct before making a complaint.

The policy and procedure does not extend to complaints which are whistleblowing disclosures. See - *Whistleblower policy*.

Any concern about a child's wellbeing may be reported under this policy.

Definitions

Discrimination is defined as treating one person or group less favourably than another or causing them disadvantage. Unlawful discrimination is discrimination which law has defined as unacceptable. There are a number of Federal and State laws which presently make discrimination unlawful on a variety of grounds (unlawful reasons) including:

- o sex, marital or relationship status, pregnancy, breastfeeding or family responsibilities;
- o sexuality or sexual preference;
- o race, colour, descent, nationality, national origin, ethnicity or ethno-religious origin;
- o religious belief or activity;
- o political belief or activity;
- o trade union activity;
- o disability or impairment;
- o transgender status or gender identity;
- o age;
- o responsibilities as a carer; or
- o service in the voluntary defence forces.

Formal complaint means an issue which the complainant is seeking resolution

Informal complaint means the issue is reported but the complainant is seeking further action. The complainant concern is lodged but explicitly does not wish to initiate a formal complaint.

Harassment - Anti-discrimination law defines harassment as any form of behaviour that:

- you do not want
- offends, humiliates or intimidates you
- creates a hostile environment.

Personnel means all staff, volunteers and contractors

Policy

The School promotes fair, equitable and respectful behaviours. We aim to:

- create a school where all students are treated with dignity, courtesy and respect
- implement training and awareness raising strategies to ensure that our students know their rights and responsibilities
- provide an effective procedure for complaints based on the principles of natural justice
- treat all complaints in a sensitive, fair, timely and confidential manner
- eliminate victimisation or reprisals
- encourage the reporting of behaviour which breaches this policy
- promote appropriate standards of conduct at all times.

Students may lodge a complaint which may arise from issues such as:

- interpersonal relations
- harassment
- discrimination
- programming
- leadership
- resources
- services
- academic treatments

The School recognises that all students have the right to:

- be treated with respect and courtesy
- disagree with decisions
- lodge a complaint at any time
- have that complaint taken seriously, investigated and resolved fairly, in a reasonable amount of time.

The School will address all student complaints in a confidential manner. Only the people directly involved in making, investigating or resolving a complaint will have access to information about it.

Students have a responsibility to:

- treat everyone with respect and courtesy
- accept that disagreeing with a decision made within the school does not make the decision wrong
- raise complaints with supporting information at an early stage
- cooperate fully with the investigation in order to resolve the complaint promptly.

Responsibilities

This documents must be ratified by the Principal and reviewed every two years.

All personnel are responsible for adhering to authorised policy documents and for identifying topics, gaps and areas where policy, procedure and instruction are needed.

Personnel at all levels are responsible for:

- monitoring students to ensure that acceptable standards of conduct are observed at all times and identify and manage any issues with appropriate support
- treating all complaints seriously and taking immediate action to investigate and resolve the matter.

All students are responsible for:

- their own health and safety commensurate with their ability
- complying with this policy
- maintaining confidentiality if they provide information during the investigation of a complaint.

Compliance

Noncompliance with this procedure may result in disciplinary action up to and including dismissal.

Appendix 2

Student Complaint Information

Sometimes students need support in resolving issues at School - the staff are here to help

Who

Choose a staff member you trust and ask to talk to them – you can even bring a support person

When

The sooner you lodge your issue the quicker it can be considered and hopefully resolved

Provide evidence

To better support you, provide as much evidence as possible

How

You can talk to a staff member or email your concerns

What will happen?

The staff member will let you know – there are so many options

Who will know?

Your concern will be kept in confidence but if someone is unsafe others need to know

Academic appeals

Talk to your classroom teacher first and ask questions about the task. If this doesn't work, talk to the correct Faculty Coordinator and, if necessary, the Head of Junior/Senior school.