

Complaints Handling Policy

1. INTRODUCTION

1.1. Purpose and Scope

This procedure applies to Roseville College (the “College”) in handling complaints made in respect of services provided by the College or against staff members, which include employees, contractors, and volunteers.

This procedure does not extend to personal grievances between parents, guardians, or other members of the school community.

1.2. Whistleblowing Complaints

This procedure does not extend to complaints which are whistleblowing disclosures. The procedure for processing whistleblowing complaints is dealt with in the Anglican School’s Corporation *Whistleblower Policy*.

1.3. Related Policies

Complaints about reportable conduct will be addressed in accordance with the College’s *Child Safe Policy*, and any other related policies including but not limited to the *Procedures for Responding to and Reporting Child Safety Incidents or Concerns* and the *Procedures for Handling Allegations of Staff Misconduct and Reportable Conduct*.

Complaints or grievances between staff members, will be addressed in accordance with the College’s *Internal Grievance Resolution Procedure* or the College’s *Staff Bullying Procedure*, as applicable.

1.4. Confidentiality

All parties involved in complaints handling are required to maintain appropriate confidentiality, including in relation to handling and storing records.

2. COMPLAINTS

A complaint or grievance is an expression of dissatisfaction made to the College about an educational and/or operational matter relating to services provided by the College or the behaviour or decisions of a staff member, contractor, or volunteer, including misconduct.

Complaints may be made by a student or parent/carer.

The College will seek to resolve complaints informally where possible but acknowledges that in some cases a person may wish to make a formal complaint.

If a parent/carer or student has a concern about the conduct of a staff member, they should raise their concern with the College in accordance with Section 3. If a complaint that concerns the behaviour of a staff member may constitute reportable conduct, the matter will be addressed in accordance with the College’s *Child Safe Policy* in accordance with section 1.3.

Please refer to the College's *Child Safe Policy* for information about the reportable conduct. Complainants are not required to assess whether their concern meets the threshold of reportable conduct before making a complaint. Any concern about a child's wellbeing may be reported under this policy.

3. RAISING A COMPLAINT

3.1. Informal Complaints

Informal complaints may be raised by a complainant directly with the person involved. However, if the complainant does not feel comfortable doing so or the matter is one where it may not be appropriate to do so, a complaint can be made to the Deputy Principal.

3.2. Formal Complaints

Should the matter not be resolved through informal processes, the complainant may raise the matter formally with the College. A formal complaint is made in writing to the College Principal, via email to principal@roseville.nsw.edu.au or via the "Report a Concern" Whispli service on our website.

Feedback through the "Report a Concern" mechanism can also be anonymous if you choose.

3.3. Formal Complaints Regarding the Conduct of the Principal

Where a person wishes to make a formal complaint concerning the conduct of the Principal, the complaint should be made in writing to the Chair of College Council via email to chair@roseville.nsw.edu.au or via the "Report a Concern" Whispli service on our website.

Where a complaint is made regarding the Principal, the references in this policy relating to the role of the Principal, or their Delegate, should be read as references to the Chair of College Council. This is not a general right of review of decisions made by the Principal – it applies where the grievance is about the Principal's conduct (as opposed to a decision that the complainant does not agree with).

3.4. Acknowledgement

The Principal, or their Delegate, will generally acknowledge receipt of a formal complaint in writing, as soon as practicable.

4. HANDLING COMPLAINTS

4.1. Assessing a Complaint

The College Principal, or their Delegate, generally will assess the complaint and determine:

- (a) whether the complaint is to be addressed under this policy or is a staff grievance or reportable conduct matter which are dealt with by the relevant policies, see Section 1.3; and
- (b) the priority of the complaint in accordance with the urgency and/or seriousness of the matter raised; and



- (c) whether the College may be required to report the matter to the Office of the Children’s Guardian, Police, Department of Communities and Justice or other relevant authorities should the complaint relate to possible unlawful conduct or other reportable matters.

The Principal or authorised Delegate may seek further information from the complainant in relation to the complaint in order to make that assessment.

4.2. Managing a Formal Complaint

The College Principal, or their Delegate, will generally manage a formal complaint by:

- (a) advising the complainant of the likely steps that will be undertaken by the College in relation to the complaint;
- (b) if appropriate, advising the relevant parties of the complaint at the relevant time, and providing them with an opportunity to respond;
- (c) collecting any additional information the College considers necessary to consider the complaint;
- (d) making a decision about how the complaint will be resolved (“resolution decision”); and
- (e) advising the complainant in writing, and any other relevant parties as appropriate, of the resolution decision of the Principal, or their Delegate, and if appropriate, any proposed action to be taken.

There may be circumstances where some of the steps outlines above are not appropriate and the College will determine, on a case-by-case basis the most appropriate method of handling the complaint.

A complainant and the relevant parties that the complaint is about may choose to have an appropriate support person present at any meeting with representatives of the College about the complaint. However, the College maintains the right to determine whether the person’s preferred support person is appropriate and may not approve the attendance of a support person where they are determined by the college to be inappropriate.

5. CONTACT

If you have any queries about this policy, you should contact the Deputy Principal for advice.

VERSION	APPROVED BY	APPROVAL DATE	EFFECTIVE DATE	NEXT REVIEW DATE
1.0	Roseville College Council	25 March 2024	25 March 2024	25 March 2026
Responsible Officers		Principal		