



Complaints Handling Policy

Status:	Current	Supersedes: All previous Rockhampton Girls Grammar School policies
Authorised by:	Board Chair	Date of Authorisation: July 2022
References:	<ul style="list-style-type: none">• Education (Accreditation of Non-State Schools) Regulations 2017• Australian Education Regulations 2013• 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)• Rockhampton Girls Grammar School Enterprise Bargaining Agreement 2020• RGGGS-010-PRO-COMPLAINTS HANDLING PROCEDURE• RGGGS-073-POL-WORK HEALTH AND SAFETY POLICY• RGGGS-036-POL-ANTI-DISCRIMINATION POLICY• RGGGS-043-POL-SEXUAL HARASSMENT POLICY• RGGGS-062-POL-DISABILITY DISCRIMINATION• RGGGS-044-POL-WORKPLACE BULLYING POLICY• RGGGS-026-POL-PRIVACY POLICY	
Review Date:	This policy will be reviewed every 2 years, or as appropriate, to take account of new legislation or changes to school's operations and practices and to make sure it remains appropriate to the changing environment.	Next Review Date: July 2024
Policy Owner:	Board of Trustees of Rockhampton Girls Grammar School <i>trading as</i> Rockhampton Girls Grammar School CRICOS Provider No: 00508E	Access: Open access on School website rggs.qld.edu.au



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1. PURPOSE OF THE POLICY

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.

2. 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.

3. POLICY STATEMENT

Rockhampton Girls Grammar School:

- is committed to ensuring that student, parent and employee complaints are dealt with in a responsive, efficient, and effective and fair way.
- views complaints as part of an important feedback and accountability process.
- 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.
- recognises that time spent on handling complaints can be an investment in better service to students, parents and employees.

4. COMPLAINTS THAT MAY BE RESOLVED UNDER THIS POLICY

Rockhampton Girls Grammar 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 their relevant Code 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.

5. 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 (RGGS-058-POL)**.
- Student bullying complaints should be dealt with under the **STUDENT BULLYING POLICY (RGGS-067-POL)**.
- Student discipline matters, including matters involving suspension or expulsion, should be dealt with under the **CODE OF BEHAVIOUR POLICY (STUDENTS) (RGGS-061-POL)**.
- Employee complaints related to their employment should be directed to their line manager.
- Student or employee violence or criminal matters should be directed to the Principal who will involve the police as appropriate.
- Formal legal proceedings.



6. COMPLAINTS HANDLING PRINCIPLES

Rockhampton Girls Grammar School is committed to managing complaints according to the following principles:

- complaints will be resolved with as little formality and disruption as possible
- complaints will be taken seriously
- anonymous complaints will be treated on their merits
- complaints will be dealt with fairly and objectively and in a timely manner
- Rockhampton Girls Grammar School will determine the appropriate person to deal with the complaint in the first instance. Complaints should be resolved with as little formality and disputation as possible
- mediation, negotiation and informal resolution are optional alternatives
- procedural fairness will be ensured wherever practicable, including the right of interested parties to the complaint to be heard
- confidentiality and privacy will be maintained as much as possible
- all parties to the complaints will be appropriately supported
- Rockhampton Girls Grammar School will give reasonable progress updates
- appropriate remedies will be offered and implemented
- 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.

7. RESPONSIBILITIES

7.1. 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 Board of Trustees of Rockhampton Girls Grammar School on complaints
- report to the School's insurer when that is relevant
- refer to the Board of Trustees of Rockhampton Girls Grammar School immediately any claim for legal redress.



7.2. 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
- act in a non-threatening manner
- 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.

7.3. 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, when they should be lodged and what information is required
- 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
- to forward complaints to more senior employees, including the Principal, as appropriate
- not victimise or act in reprisal against the complainant, respondent or any person associated with them.

8. IMPLEMENTATION

Rockhampton Girls Grammar 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.

Rockhampton Girls Grammar 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.

Rockhampton Girls Grammar School will keep appropriate records of complaints, will monitor complaints and their resolution and will report on a high-level basis to the Board on complaint handling at the School.

Rockhampton Girls Grammar 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.