

Complaints Policy

The purpose of International Grammar School's Complaints Policy is to provide the opportunity to access procedures to facilitate the resolution of a complaint and to outline the principles applied to the handling and resolving of all complaints involving staff, students and parents.

1. Policy statement

1.1. Employees of International Grammar School are responsible for managing the resolution of complaints lodged by students, parents and members of the community. Staff will make every effort to resolve all complaints promptly and in accordance with procedural fairness/natural justice principles.

1.2. A complaint is:

- an expression of dissatisfaction made by a community member or stakeholder about any aspect of the School, the behaviour or decisions of staff, or about practices, policies and procedures.

1.3. Wherever possible, staff should attempt to directly resolve a complaint raised by a member of the school community, a stakeholder, or other person by listening and providing feedback or relevant information.

Staff should also attempt to resolve a complaint that relates to staff, face to face.

1.4. If a complaint cannot be resolved directly or face to face, it should be referred to the immediate workplace manager. If the complaint is about the workplace manager, it should be referred to their supervisor.

Any serious formal complaint by a staff member about another staff member should be made in writing.

All staff involved in a complaint must keep information confidential and only discuss the issues raised by the complaint on a 'need to know' basis. Staff who raise a complaint must not be subjected to reprisal action.

1.5. The principal or workplace manager may ask a particular staff member to manage a complaint process.

The complaint manager should gather information, assess the issues raised by the complaint and consider reasonable outcomes.

If the complaint is about a teacher, the Deputy Principal Academic Operations must be informed so that she can evaluate the complaint and decide on action.

If the complaint relates to student safety, student discipline or campus life, the Deputy Principal Students and Campus Life must be informed so that she can evaluate the complaint and decide on action.

If the complaint relates to business operations, the Head of Finance and/or Financial Controller must be informed so that they can evaluate the complaint and decide on action.

1.6. The Deputy Principals, Head of Finance and Financial Controller are responsible for keeping records of complaints and the School's actions to resolve them within their distinctive portfolios. They must regularly report on complaints management within their portfolios to the Principal.

1.7. Some complaints are not dealt with by the School.

Where there is a risk of significant harm to a student, the matter must be referred to the Child Protection Helpline as advised by the Mandatory Reporter Guide.

Allegations of criminal conduct must be referred to NSW Police.

1.8. If a complaint is made anonymously, the person who receives the complaint should, wherever possible, consider the issues raised and respond appropriately.

1.9. Complaints should be acknowledged within 24 to 48 hours.

Complaints should be finalised within 20 working days and all parties will be kept informed of the progress of the complaint, the reasons for any decisions and the outcomes that will be implemented.

1.10. A complainant can request a review of a complaint outcome, which should be done within 10 working days from the decision, and will be carried out by a person of equivalent or more senior level who has not previously managed the complaint.

2. Audience and applicability

2.1. This policy applies to all International Grammar School staff including school and corporate staff.

3. Context

3.1. International Grammar School is committed to strengthening the way it handles and resolves complaints.

4. Responsibilities and delegations

4.1. The School Leadership Team:

- supports a culture that values complaints and their effective resolution in accordance with the School's policies and procedures.
- fosters a respectful and productive workplace
- reviews systematic issues arising from complaints
- reviews complaints that could not be resolved
- when requested, handles certain individual complaints in accordance with this policy and procedures
- supports staff to handle complaints promptly and responsively.

4.2. The Principal:

- manages individual complaints in accordance with this policy and procedures, when appropriate
- reviews particular complaint outcomes and management
- identifies and supports complaint managers to manage complaints in accordance with this policy and procedures
- encourages staff to resolve concerns directly wherever possible
- supports all staff involved in the complaints process.

4.3. All staff:

- treat all people with respect, including people who make a complaint and any person who is the subject of a complaint
- read and comply with this complaints policy and procedures
- identify when complaints are being made and assist people to make complaints if they wish to do so
- respond to individual complaints, when requested
- escalate certain complaints and reviews of complaint handling to more senior staff, if necessary.

5. Monitoring and review

- 5.1. The Leadership Team is responsible for monitoring the implementation of this policy and reviewing its effectiveness, every three years, or sooner if necessary.

Last Reviewed:	February 2020
Management Responsibility:	Principal
Publication:	School website, Staff Handbook
Audience:	Staff, Parents/Caregivers, Students