



POLICY 3.1 CONCERNS AND COMPLAINTS

Approved at Board Meeting	26.09.2019
Next Review Due	2022

RATIONALE:

This Policy provides staff members, parents/caregivers, and the wider College community with clear guidelines for raising and resolving concerns and complaints.

This policy is consistent with the Special Character of the College, the principles of natural justice and restorative practice, and should also be considered alongside the relevant Collective Agreements and Supporting Documentation.

GUIDELINES:

We encourage open communication and expect that any concerns / complaints are raised with the College directly and not discussed in the community.

We have procedures in place to ensure that complaints and concerns are handled appropriately. Our procedures:

- Ensure concerns are responded to promptly and, where possible, are resolved restoratively. See Guidelines for Raising Concerns. The College also has a procedure for making a formal complaint if the issue cannot be resolved through restorative practice.
- Provide a fair, equitable and just means of resolution.

Any of the parties to whom the complaints procedure is applicable, are informed of the complaint as soon as possible, and have a right to representation and support throughout the process.

The Concerns and Complaints Procedure is available on the College website, or from the College office.

SUPPORTING DOCUMENTATION

- Overview of the Concerns and Complaints Process (Flowchart)
- Concerns and Complaints Procedure
 - Guidelines for Raising Concerns
 - Procedure for Formal Complaints
 - ❖ Investigation of a Formal Complaint or Serious Allegation