

**POLICY 3.1
CONCERNS AND
COMPLAINTS**

Ratified at Board Meeting	30 March 2023
Next Review Due	2026

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.

DELEGATION:

The Principal is responsible for the day-to-day management of the school and student discipline. The Board delegates full responsibility to the principal for ensuring processes are in place for dealing with concerns and complaints and that they are operating effectively and adequately.

GUIDELINES:

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

What constitutes a Concern and a Complaint?

- A Concern is a minor issue that may be resolved informally directly between the parties involved. Concerns are not expected to have disciplinary, legal or industrial consequences.
- A Complaint is an issue of a serious nature and may involve the consideration of disciplinary, legal or employment consequences. It may involve the principal or board. An unresolved or repeated concern might be escalated to a complaint.

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.

In the instance of a concern or complaint being raised by a board member; current and former employee; contractor or volunteer, the Board and Aquinas College will comply with the Protected

Disclosures Act 2000. Unless it is inappropriate, the Principal will act as protected disclosures officer and ensure procedures are in place to meet the requirements of the Protected Disclosures Act 2000.

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