

## **COMPLAINTS RESOLUTION**

### **Rationale:**

- Our school has both a desire and a responsibility to ensure that high standards of conduct are maintained by staff and students at all times, and that complaints are managed and resolved fairly, efficiently, promptly and in accordance with relative legislation.

### **Aims:**

- To provide a harmonious, positive and productive school environment.
- To resolve complaints fairly, efficiently, promptly and in accordance with relevant legislation.

### **Implementation:**

- Our school seeks to provide a positive, harmonious and productive environment.
- It is the principal's responsibility to provide a healthy and positive school environment that is free from discrimination and harassment. In doing so, Principal's must ensure that all staff are aware of their rights and responsibilities.
- The principal is required to use local complaints resolution procedures, where appropriate, for resolving complaints in relation to issues that fall within the school's area of responsibility. All cases of serious misconduct – sexual offences, criminal charges, or other serious incidents – must instead be referred to the appropriate government department.
- It is incumbent upon the principal to act where unacceptable conduct is observed or brought to his or her attention.
- A complainant may at any stage choose to take their complaint directly to an external agency such as the, Equal Opportunity Commission, the Human Rights and Equal Opportunity Commission or the Ombudsman.
- It is important that all complaints, ensuing procedures and outcomes are fully documented.
- The principal may choose to respond to a complaint through an informal process in cases where the complaint is minor, the complainant wishes the matter to be dealt with informally or the complaint has arisen from lack of or unclear communication.
- Formal processes will be used when informal processes haven't been successful, a complainant seeks a formal process, or the principal believes the complaint warrants formal investigation.
- Bellfield College's formal complaints process involves: -
  1. Hearing the complaint
  2. Clarifying the complaint
  3. Investigating the complaint
  4. Documentation of findings
  5. Responding to the complaint
  6. Taking necessary action
  7. Monitoring of the situation
- Parties dissatisfied with the process can appeal and have their complaint handled by an alternative member of staff.
- All matters must be treated with utmost confidentiality, and professional respect at all times.
- The School Board Chairperson will be kept informed of all serious complaints.