



Complaint & Grievance

Objective

- Ensure fairness towards complainants and respondents is upheld throughout the complaints management process;
- Provide an efficient, open, honest, transparent and accessible mechanism for addressing complaints, relevant to this policy, in accordance with the principles of natural justice;
- Provide and encourage opportunity for any complaint to be fully discussed and addressed through dialogue and mutual understanding;
- Enhance the level of parent or guardian satisfaction with the school and the relationship of parents or guardians and students with teachers;
- Provide students, parents, guardians, volunteers and or school staff with the opportunity to access procedures/processes to facilitate the making of and resolution of a dispute or complaint, including the process and circumstances for escalating through the school's complaints process;
- Enhance the ability of St Paul's School to identify trends and eliminate causes of complaints, and improve the organisation's operations;
- Align our practices/processes with our commitment to integrity, accountability and current best practices;
- Make provision for an adequate records system to maintain all complaints and ensure that due process is followed;
- Dedicated trained Grievance Officers (at least three) made known for staff and volunteers;
- Provide and promote an approach responding to and investigating complaints that is:
 - transparent;
 - consistent;
 - timely;
 - responsible;
 - comprehensive; and
 - private and confidential.
- Ensure complaints are dealt with in a fair and confidential manner that:
 - is absent of victimisation, discrimination or retribution;
 - includes Natural Justice principles; and
 - is independent of those handling the complaints process.

Commitment

- Ensure the existence of a procedure through which students, parents, guardians, and or workers (volunteers, employees and contractors) can communicate any complaints regarding St Paul's School and St Paul's Early Learning Centre services, functioning or operations.

Scope

This policy applies to workers (employees, volunteers and contractors), students, parents or guardians of the School, and all members of the community, whom have a legitimate interest in the School, and be affected by any decisions and actions therein.

This policy applies to all circumstances except for the following:

- The abuse of a school staff member or other person not enrolled at the school and is an allegation of sexual assault. Such complaint will be dealt with in accordance with the *Professional Standards Canon*
- The abuse of an enrolled student under 18 years of age and is an allegation of sexual abuse or likely sexual abuse, significant harm or unacceptable risk of harm or inappropriate behaviour. Such complaint shall be made and dealt with in accordance with the *Student Protection in Anglican Schools Policy and Procedures*
- The disclosure of actual, suspected or anticipated wrongdoing that involves fraud, corruption, illegal activities, gross mismanagement, malpractice, maladministration or any other serious wrongdoing. Such a disclosure shall be made via the St Paul's School Whistle-blower Policy.

The School communicates this policy through their website, Parent Lounge and the CMS.

Dr Paul Browning
Headmaster
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