



COMPLAINT RESOLUTION POLICY

Rationale

Peninsula Grammar is a customer focused organisation committed to working with the school community to resolve any complaint in a fair and efficient manner. When problems arise we welcome contact to achieve a resolution, recognising that dealing with complaints in a timely and professional manner is of paramount importance.

Aims

- To ensure that all complaints are managed and resolved fairly, efficiently and promptly.
- To ensure that the school community is aware of the processes employed by the school to achieve resolution of any complaint.
- To ensure that complaints are handled in a confidential and professional manner.
- To ensure that complaints are handled in accordance with the principles of procedural fairness.

Complaint Resolution Principles

When engaging in the Complaint Resolution Procedure set out below, all parties must:

- Respect the requirement to adhere to the Complaint Resolution Procedure (see Appendix 1).
- Be considerate of each other's views and roles in the Complaint Resolution Procedure.
- Be focused on resolution.
- Respect the privacy and confidentiality of those involved, as appropriate; and
- Act cooperatively and in good faith.

Where the above principles are not observed it may be difficult to reach a resolution.

Complaint Resolution Procedure

The School will adopt a three-phase approach when responding to complaints. A flow chart is available at Appendix One.

A. Notification of Complaint & Acknowledgement

A complaint may be made in person, via telephone or in writing.

Given the size and structure of the school, complaints should be addressed to the following staff:

- To the appropriate Head of Year regarding Junior, Middle, Pre-Senior or Senior School matters.
- To the Principal regarding the English Language Centre.
- To the Deputy Principal regarding Head of Learning Area or staff or student issues of a serious nature.
- To the Business Manager regarding non-teaching Staff.
- To the Finance Manager regarding complaints of a financial nature.
- To the Principal regarding matters of a serious, highly confidential nature; and
- To the Chair of the Board regarding the Principal.

In some circumstances a complaint may be referred to an alternative staff member.

Where possible, a complaint should include the following information:

- Name and contact details of the complainant.
- Dates and times of any specific incidents relevant to the complaint.
- Names of any students or staff relevant to the complaint.
- Any outcome being sought.

Where appropriate, following receipt of a complaint, staff will provide a copy of the information obtained to the Principal.

Complainants will receive written acknowledgement of their complaint within 2 business days which will:



- Confirm the nature of the complaint and the details provided.
- Advise of the staff member handling the complaint and provide their full contact details.
- Confirm any initial steps being undertaken to resolve the complaint; and
- Provide a copy of this policy.

B. Investigation & Response

In order to provide a considered response to any complaint, staff will undertake an investigation of the complaint and provide a response of their findings to the complainant within a period of 3 to 5 working days.

If the complaint is of an urgent nature the school will endeavour to provide a considered response as soon as practicable after receipt of the complaint.

The considered response will include the following:

- Any investigations undertaken and the findings, subject to Privacy Legislation.
- The school's position with respect to the complaint; and
- A recommended resolution.

Where appropriate, a response is to be reviewed by the Principal.

C. Resolution

The School is committed to ensuring procedural fairness when determining an appropriate resolution to a complaint and will, where possible:

- Provide any person likely to be affected by a resolution an opportunity to present his or her position.
- Ensure that the decision-maker remains unbiased.
- Determine a resolution based upon any logically probative evidence provided.

Resolutions will vary from cases to case depending on the nature and circumstances of each complaint. Resolutions could include, but are not limited to:

- Acknowledgement of the complaint circumstances.
- Reassurance to the complainant.
- A verbal or written apology.
- Disciplinary action; and/or
- Any other appropriate resolution that may be appropriate in the circumstances.

A communication confirming the resolution of the complaint will be sent to the complainant.

The complainant may seek further resolution through relevant independent authorities, such as the Victorian Registration and Qualification Authority (VRQA) in the event they are not satisfied with the resolution of the complaint.

Support during Complaint Resolution Process

The complainant may have a support person to assist them at any time during the Complaint Resolution Process. The complainant must advise the School if they would like to include a support person, advocate or another representative when making a complaint.

Implementation

- Parents, staff, students and the community will be aware of the School's Complaint Resolution Policy.
- All staff will be made aware of their responsibilities with regard to the policy. Training will be provided to staff on the commencement of their employment and annually on identifying risks and their responsibilities.
- Publication of Policy via School policy portal.



PENINSULA

GRAMMAR

INSPIRING PERFORMANCE

Breach

Any breach of this Policy by staff may be considered misconduct and disciplinary action taken, which may also result in a report to the Victorian Institute of Teaching, if the staff member is a registered teacher

Review

This policy is to be reviewed, approved and endorsed annually.

Last review November 2021.

Review is to be undertaken prior to July 2022.



COMPLAINT RESOLUTION POLICY – APPENDIX 1

