



RISSALAH COLLEGE

CHILD PROTECTION POLICY 2017 COMPLAINTS

POLICY AND PROCEDURES DOCUMENTS 2017

Policy Review

This Policy was approved on 1st March 2017 and will be reviewed at least every two years. The next due date for review is therefore 1st March 2019. Where any material change is deemed appropriate to be made to this Policy, it may be amended and submitted for review and approval at an earlier date.

Related Policies

- Child Protection:
 - Responding to Allegations of Reportable Conduct and,
 - Allegations of Misconduct that May Involve Reportable Conduct Made Against Employees
- Complaints Contact Officers
- Grievance and Dispute Handling – Employee with Management
- Grievance and Dispute Handling – Management with Employee
- Legal Responsibilities and Authority

Purpose

This policy describes the process for effectively managing complaints whilst protecting the right of all parties involved and seeking solution to the problem in the best interests of all affected.

Policy

Rissalah College is required to develop and implement a clear, fair and effective complaints management policy.

A commitment to respond positively to critical feedback ensures that people have the opportunity to contribute to the continued improvement of the school. It is expected that all staff will demonstrate a commitment to ensuring that a culture of consultation and open dialogue is nurtured at every level, giving every member of the school community the opportunity to express dissatisfaction as well as satisfaction.

Complaints need to be addressed responsively, openly and in a timely manner to increase levels of satisfaction and to maintain harmonious relations in the wider community. Staff should be encouraged to develop an open expectation of a cooperative and genuine effort to resolve any valid complaint.

Definitions

Complaint

An expression of dissatisfaction with the service provided, a decision made or the performance of staff.

Complainant

A student, parent or community member making a complaint.

Procedures

Complaints that may involve reportable allegations (Child Protection complaints) must be resolved in accordance with Child Protection Policies.

Many complaints or issues can be resolved informally within the school with no need to follow a prescribed process. However, appropriate practice and procedure in dealing with complaints must be clearly communicated to the school community, especially for situations, which are more complex.

The Complaints Officer

Deputy Principal

This Policy includes:

- procedures to be followed for an interview with the person designated as the first point of contact for addressing particular complaints (this is usually the Principal, Deputy Principal or a teacher) depending on the nature of the complaint;
 - The Complaints Officer will:
 - Arrange a time to listen to complaints
 - Keep a record of the complaint
 - Advise the complainant of the course of action to be undertaken
 - Advise the complainant whether the complaint should be formalized in writing (See Complaint Intake Form; Appendix 1) if a resolution cannot be reached through an interview;
- procedures to be followed if a formal complaint is directed against a teacher. (In this situation parents should be encouraged to first bring the complaint to the teacher concerned as open discussion often removes the need for a formal complaint);
 - The Complaints Officer will:
 - Respond and acknowledge to the complainant that the written complaint has been received
 - Keep a record of the complaint
 - Act or initiate actions to determine the exact nature of the complaint.
 - Interview staff in order to determine the nature of the complaint
 - Initiate actions to address the complaint if appropriate
 - Inform the complainant in writing as to how issues involved in the complaint have been resolved or can be resolved.
- procedures relating to situations where no satisfactory outcome is achieved and the matter needs to be taken for further deliberation to the Principal depending on the nature of the complaint;
 - The Complaints Officer will:
 - Inform the Principal that a complaint has been made and not been resolved satisfactorily.
 - Inform the complainant that the complaint has been drawn to the attention of the Principal.

- requirements for record keeping and documentation of the process, procedures followed and resolution. ;
 - The Complaints Officer will:
 - Ensure that a record of all complaints is kept.
 - Record whether the complaints were resolved satisfactorily and how they were resolved.
 - Ensure that complainants are notified of actions being undertaken by the school in relation to their complaint.

While parent complaints are to be dealt with at school level initially, in situations where a resolution can not be achieved, or where the concern is in regard to systemic policy or practice, a complaint must be made in writing to the Deputy Principal using the Complaint Intake Form (See Appendix 1) for formal proceedings to commence. Normally, all complaints should be handled by personnel with no links to the issue of concern using a fair, unbiased manner to facilitate transparency and objective assessment of the situation under consideration.

The person about whom a complaint is made must be given opportunity to respond to the complaint.

Staff dealing with a complaint must protect the confidentiality and privacy of those involved by ensuring relevant information is accessible only to those with a genuine need to know.

Complainants should be confident that discriminatory action will not be taken against them as a result of a complaint being lodged.

Complaints should be monitored to track the nature, frequency and resolution details for future reference.

Written complaints are to be acknowledged promptly in writing.

References

Nil

Forms

Complaint Intake Form (Appendix 1)

Appendix 1 Complaint Intake Form

Y1. YOUR DETAILS:		
Family Name:		
Given Name(s):		
Address:		
Home Telephone Number:		Work Telephone Number:
Mobile:	Fax:	Email:

2. YOU ARE: (PLEASE TICK)		3. THE COMPLAINT IS ABOVE EVENTS AT: (PLEASE TICK AND GIVE DETAILS)	
Student:	<input type="checkbox"/>	School:	<input type="checkbox"/>
Parent or Caregiver:	<input type="checkbox"/>	Another Location:	<input type="checkbox"/>
Staff:	<input type="checkbox"/>	Other (Please specify)	

4. HAVE YOU DISCUSSED YOUR COMPLAINT WITH A STAFF MEMBER? (PLEASE TICK)	
Yes: <input type="checkbox"/>	No: <input type="checkbox"/> (Go to No. 5)
If yes, when?	
Who dealt with the matter?	
What was the result?	

5. PLEASE GIVE DETAILS OF THE COMPLAINT
(Please attach additional page if space is insufficient.)

(Please attach additional page if space is insufficient.)

Signature: Date:

Mail this form or hand it in to the complaints handler: The Principal