

# TERANG COLLEGE

# COMPLAINTS RESOLUTION

## POLICY (Operations)

### 1. RATIONALE

- 1.1 Terang College values and encourages open and positive relationships with the College community and understands it is in the best interests of students for there to be a trusting relationship between families and the College.
- 1.2 Terang College has a commitment to handling concerns and complaints to:
  - 1.2.1 ensure a safe and supporting learning environment is provided and maintained for all students and the wider community.
  - 1.2.2 Maintain strong relationships between students, parents and staff
  - 1.2.3 provide a safe and supportive working environment.

### 2. AIMS

- 2.1. To ensure appropriate procedures are in place so that students and parents can raise concerns about an issue at the College.
- 2.2. The views of the complainant and respondent are respected.
- 2.3. Provide a protocol for responding to complaints in a timely manner.
- 2.4. Record and review complaints on a regular basis to ensure responsiveness and an ongoing commitment to the improvement of professional practice within the College.
- 2.5. Provide an outline of the complaints process so parents and members of the Terang College community are informed of how they can raise complaints and concerns arising at the College.

### 3. IMPLEMENTATION

- 3.1. Issues, actions and decisions relating to this policy will take into account Department of Education and Training policies, memos, guidelines, circulars and Ministerial Orders and Acts.
- 3.2. **Raising a Complaint:**
  - 3.2.1. When raising a complaint, it is expected the complainant will:
    - 3.2.1.1. advise the College of their complaint either in writing or verbally
    - 3.2.1.2. do so promptly, as soon as possible after the issue/incident occurs
    - 3.2.1.3. provide complete and factual information about the concern or complaint
    - 3.2.1.4. maintain and respect the privacy and confidentiality of all parties
    - 3.2.1.5. act in good faith, and in a calm and courteous manner
    - 3.2.1.6. show respect and understanding of each other's point of view and difference in values rather than judge and blame
    - 3.2.1.7. acknowledge the common goal is to achieve an outcome acceptable to all parties;
    - 3.2.1.8. recognise all parties have rights and responsibilities which must be balanced.
  - 3.2.2. Complaints are to be made to the:
    - 3.2.2.1. Sub school leaders for learning issues and student related incidents that happened at the College.

- 3.2.2.2. the Principal or Assistant Principal for issues relating to staff members or more complex student matters.
- 3.2.2.3. The Principal for matters relating to College policy, student management, staff members or very complex student issues.
- 3.2.2.4. College Council for concerns with College Policy matters

**3.3. Addressing Complaints:**

- 3.3.1.1. The College will address any concerns and complaints received in a courteous, fair and within the time frame agreed. Consideration must be given if the complaint involves many students or staff or a range of issues as the College may need more time to investigate and resolve.
- 3.3.1.2. in accordance with due process, principles of natural justice and the Department of Education & Training's regulatory framework.
- 3.3.2. The College will record the following details of all complaints received, even if the complaint appears to be minor:
  - 3.3.2.1. name and contact details (with permission) of the person with a concern or complaint
  - 3.3.2.2. the date the concern or complaint was made
  - 3.3.2.3. the form in which the concern or complaint was received
  - 3.3.2.4. a brief description of the concern or complaint
  - 3.3.2.5. details of the College representative responding to the concern or complaint
  - 3.3.2.6. action taken on the concern or complaint
  - 3.3.2.7. the outcome of action taken in response to the concern or complaint
  - 3.3.2.8. any recommendations for future improvement of the College's policy or procedures.

**3.4. Resolution of Complaints:**

- 3.4.1. The person, as outlined in 1.2.2 above, receiving the complaint will:
  - 3.4.1.1. resolve the issue with the complainant if possible
  - 3.4.1.2. in writing, keep leadership informed of all complaints
  - 3.4.1.3. seek advice from the Principal or delegate if complaint is not resolved.
- 3.4.2. The Principal, or delegate, will:
  - 3.4.2.1. ensure all complaints have been:
    - 3.4.2.1.1. acknowledged, either verbally or in writing
    - 3.4.2.1.2. given a timeline for investigating with consideration the resolution may require more time if it involves many students, staff or a range of issues
    - 3.4.2.1.3. resolved.
  - 3.4.2.2. determine whether a concern or complaint should be managed through the College's concerns and complaints process or through other complaints processes of the Department
  - 3.4.2.3. make every effort to resolve concerns and complaints before involving other levels of the Department of Education and Training.
- 3.4.3. If a concern or complaint is substantiated, in whole or part, the College will, as soon as possible, offer, implement and action an appropriate remedy which could include:
  - 3.4.3.1. an explanation or further information about the issue.
  - 3.4.3.2. mediation, counselling or other support.
  - 3.4.3.3. an apology or expression of regret
  - 3.4.3.4. a change of policy, procedures or practices.

3.4.3.5. a change of decision

3.4.4. If a person with a complaint is not satisfied with the outcome determined by the College, they may contact the South- West Regional office of the Department of Education & Training who may ask the complainant for a complete and factual account in writing of the concern or complaint and the complainant's opinion about why the College did not resolve it to their satisfaction.

3.4.5. If the complaint cannot be resolved by the complainant, the College and the regional officer working together, the regional office may refer it to the Education Department's Group Co-ordination Division

3.5. The College will make information about procedures for addressing concerns and complaints readily available to parents and the College community, in clear and easy-to-understand language.

3.6. This policy is communicated to the public on its website and is available in hard copy if required.

#### **4. EVALUATION**

4.1. This policy will be updated as part of the College's three year review cycle.

*Approved by College Council on 21/03/2023*