



**BRINDABELLA**

**CHRISTIAN COLLEGE**

**CANBERRA**

# Complaints Policy

Updated: August 2022 Full Review: August 2024

## **1 Rationale and Purpose:**

- 1.1 Brindabella Christian College (the College) wants to know if students, parents, and/or staff, have any complaints or concerns related to the education provision provided to its students, or if members of the public hold any specific concerns about the College. It is the belief of the College that a process for receiving, assessing, investigating and resolving conflicts, complaints and concerns is in the best interests of maintaining a responsible, harmonious, supportive, productive and accountable College community.

## **2 Authority Requirements**

- 2.1 ACT Education Act 2004, Section 94 states:
- The proprietor of a non-government school must develop and implement a complaints policy for the school; and,
  - The proprietor of a non-government school must, as soon as is practicable, investigate any complaint about the administration, management and operation of the school that, in the proprietor's opinion, is not a frivolous or vexatious complaint.
- 2.2 ACT Education Amendment Act 2022, Section 2.9 states the proprietor of a non-government school must ensure that the school's complaints policy and complaints procedures:
- include procedures for receiving, assessing, investigating and resolving complaints; and
  - take into account the impact of the issues involved in the complaint on all students involved in the complaint; and
  - apply natural justice and procedural fairness.

## **3 Scope**

- 3.1 This policy applies to students, parents, employees, including full-time, part-time, permanent, fixed-term and casual employees, as well as contractors, volunteers and people undertaking work experience or vocational placements, counsellors, pastors and chaplains involved in matters relating to student welfare, teaching and learning at the College or in activities, camps and excursions sponsored by the College.

## **4 Definitions**

- 4.1 Complaint: "Expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required." (AS/NZS 10002:2014)
- 4.2 Complainant: any person who has a concern or grievance. This may include students, parents/carers, former students, parents/carers of former students, members of the wider College community, strategic partners, regulators, and can even extend to competitors and members of the public generally. A person may be a natural person, an organisation, or a representative of an organisation.

## **5 Policy Statement**

- 5.1 Brindabella Christian College acknowledges the right of students, parents and members of the public to complain or to express a concern when dissatisfied with an action, inaction or decision of the school and the school encourages such feedback.
- 5.2 Staff complaints are considered as internal grievances and will be managed through the College internal grievance process. All staff have the right to lodge an internal grievance.

- 5.3 Brindabella Christian College views complaints and concerns as part of an important feedback and accountability process and regularly reviews complaints as part of a continuous improvement process.
- 5.4 Brindabella Christian College is open to receiving, assessing, investigating and resolving complaints and concerns that relate to the administration, management and operation of the College. The College is committed to ensuring that all such issues are dealt with in a responsive, efficient, and effective and fair way, taking into account the impact of the issues involved in the complaint on all students involved and applying natural justice and procedural fairness.
- 5.5 Procedures to receive, assess, investigate and resolve complaints are integral to the implementation of this policy and are to be reviewed in concert with the monitoring of this policy.

## **6 Complaints**

6.1 BCC will ensure that:

- In accordance with the ACT Education Act 2004, Section 94(2), College authorities will, as soon as is practicable, investigate any complaint about the administration, management and operation of the school that, in the proprietor's opinion, is not a frivolous or vexatious complaint;
- Complaints and concerns are received in a positive and respectful manner;
- Complaints and concerns, both written or verbal, are treated seriously;
- Information about complaint procedures is clear and readily available;
- Complaints and concerns are dealt with in a timely manner and that the complainant/s is/are kept informed about progress;
- Clear and confidential files are kept as part of the Complaints Register;
- Confidentiality and privacy is respected so far as is possible;
- Resolution of the matter is sought;
- Students are not to receive adverse treatment because they or their parents made a complaint; and
- Staff training is conducted on the handling of complaints and concerns.

## **7 Formal Mediation**

7.1 BCC will ensure that:

- Procedures are in place for the resolution of complaints;
- These procedures are publicly available and outline the steps to be taken towards resolution;
- Where resolution of a complaint is not obtained using the procedures referred to above, recommended action is formal mediation through an external service provider.
- Financial costs incurred through the engagement of an external mediator, will be shared by the College and the complainant.

## **8 Responsibilities**

- Policy Owner: The Board of Brindabella Christian College is responsible for this policy.
- The Principal is responsible for implementing this policy.

## **9 Monitoring**

- The Policy Owner monitors the policy. This includes an annual scan of operation and review.
- A full review of the policy will be conducted every two years.
- During the review process, students, parents and staff are consulted.