



**BRINDABELLA**

**CHRISTIAN COLLEGE**

**CANBERRA**

# Complaints Policy

Updated: June 2018 Full Review: June 2021

## 1. Rationale and Purpose:

Brindabella Christian College (BCC, 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. It is the belief of the College that a process for the acceptance, monitoring and resolution of conflicts, complaints and concerns is in the best interests of maintaining a harmonious, supportive and productive College community.

## 2. Authority Requirements

- *Education Act 2004 (ACT)* Section 94 states:
  - i. The proprietor of a non-government school must develop and implement a complaints policy for the school;
  - ii. 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.

## 3. Scope:

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

**Complaint:** a concern or grievance about any act, behaviour, omission, situation or decision that someone thinks is unfair or unjustified

**Complainant:** any person who has a grievance. This may include any member of staff, employee, parent or student.

## 5. Policy Statement

Brindabella Christian College acknowledges the right of students, parents and staff to complain or to express a concern when dissatisfied with an action, inaction or decision of the school and the school encourages such feedback. Brindabella Christian College views complaints and concerns as part of an important feedback and accountability process. The College therefore is open to receiving, investigating and responding to complaints and concerns that relate to the administration, management and operation of the College and is committed to ensuring that all such issues are dealt with in a responsive, efficient, and effective and fair way.

## 6. Complaints

BCC will ensure that:

- 6.1 In accordance with the *Education Act 2004 (ACT)* 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;
- 6.2 Complaints and concerns are received in a positive and respectful manner;
- 6.3 Complaints and concerns, both written or verbal, are treated seriously;
- 6.4 Information about complaint procedures is clear and readily available;
- 6.5 Complaints and concerns are dealt with in a timely manner and that the complainant/s is/are kept informed about progress;
- 6.6 Clear and confidential files are kept;
- 6.7 Confidentiality and privacy is respected so far as is possible;
- 6.8 Resolution of the matter is sought;
- 6.9 Students are not to receive adverse treatment because they or their parents made a complaint;
- 6.10 Staff training is conducted on the handling of complaints and concerns.

## **7. Formal Mediation**

BCC will ensure that:

- 7.1 Procedures are in place for the resolution of complaints;
- 7.2 These procedures are publicly available and outline the steps to be taken towards resolution;
- 7.3 Where resolution of a complaint is not obtained using the procedures referred to in point 7.2, recommended action is **formal mediation** through the external service provider, *PeaceWise*.
- 7.4 Financial costs incurred through the engagement of an external mediator, including *PeaceWise*, will be shared by the College and the complainant.

## **8. Responsibilities**

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

## **9 Monitoring**

- 9.1 The Policy Owner monitors the policy. This includes an annual scan of operation and review. A full review of the policy will be conducted within a three-year period.