



BALLARAT GRAMMAR

POLICY NUMBER:10056
POLICY TITLE: HANDLING OF COMPLAINTS
CATEGORY: OTHER
LOCATION:STAFF/PARENTS
POLICY REVIEWER:HEADMASTER
REVIEW FREQUENCY:Q4 - YEARLY

POLICY STATEMENT:

BACKGROUND: THE IMPORTANCE OF EFFECTIVE COMPLAINTS HANDLING

- Effective handling of complaints can lead to improved student outcomes.
- Sensitive handling of complaints can impact positively on public perceptions of Grammar.
- Careful complaint handling should reinforce staff trust in the management of Grammar.
- An efficient, fair and accessible mechanism for resolving complaints reflects the School's values.

DETAIL:

INFORMAL COMPLAINTS RESOLUTION

- In the first instance, Ballarat Grammar requests that there is an attempt to resolve an issue informally. Often, a telephone call or email contact can clarify matters to the point where mutual understanding is sufficient to defuse an issue.
- A call to Reception (5338 0700) or Admissions (5338 0830) would direct a complainant to the best person to discuss concerns.

PROCEDURE:

1. FORMAL COMPLAINTS HANDLING PROCEDURE

- 1.1 The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
- 1.2 The complainant must notify the School in writing that a formal complaint is being lodged, giving the nature and details of the complaint or appeal.
- 1.3 Written complaints or appeals are to be lodged with the Head of Senior School or Head of Junior School. Copies will be forwarded to the Headmaster.
- 1.4 Complainants may be accompanied and assisted by a support person at all relevant meetings.



- 1.5 Once the Head of Senior School or Head of Junior School has come to a decision regarding the complaint or appeal, the complainant will be informed in writing of the outcome and the reasons for the outcome.
- 1.6 Appeal to the Headmaster: any complainant not satisfied with a decision regarding a complaint may appeal to the Headmaster.

2. EXTERNAL APPEALS PROCESS

- 2.1 The external body used for Ballarat Grammar's external complaints and appeals process is to the Director of Professional Standards, Anglican Diocese of Melbourne. It would be expected that a reasonable attempt is made to resolve an issue with the School before going to an external appeal.
- 2.2 Ballarat Grammar is committed to respecting decisions from this agency and taking any corrective action required. The complainant will be informed in writing of the outcome and a copy of all documentation will be kept on file.

3. POLICY FOR THE HANDLING OF COMPLAINTS

- 3.1 This policy deals with the procedures of handling of complaints from parents and students. While parents will often wish to raise issues on behalf of their children, there are other issues which students may choose to raise on their own behalf and which are best raised by them.
- 3.2 Anonymous complaints might not be pursued.
- 3.3 It is the School's policy that complaints made by parents should not adversely affect their children.

4. THE PURPOSE OF A COMPLAINTS HANDLING STRUCTURE

The system aims to:

- 4.1 Increase the level of satisfaction with the delivery of educational services and enhance the parent – student - community partnership. It reassures the community that Grammar is committed to resolving problems and improving relations.
- 4.2 Provide an efficient, fair and accessible mechanism for resolving complaints.
- 4.3 Provide information to parents and students on the complaints handling process for the educational services of Grammar.
- 4.4 Monitor complaints in an endeavour to improve the quality of educational services

5. ESSENTIAL ELEMENTS OF EFFECTIVE COMPLAINTS HANDLING

- 5.1 Fairness – the need to be fair: impartial, confidential and transparent.
- 5.2 Accessibility – community must be aware of process and procedures must be accessible to all.
- 5.3 Efficiency – complaints must be dealt with promptly and courteously.
- 5.4 Responsiveness -- response to the complainant should be clear and informative, indicating a capacity to implement remedies.
- 5.5 Data collection – appropriate systemic recording of complaints and their outcomes.

ADAM HEATH
Headmaster

Updated March 2018

next review March 2019