

ST EUPHEMIA COLLEGE



Complaints Handling Policy

Status	APPROVED by Senior Executive
Date of Approval	31 st January 2024
Owner	Principal
Contact	Deputy Principal Secondary Deputy Principal Primary
Review Cycle	Two years
Date for Review	31 st January 2026



1. Purpose

St Euphemia College is committed to providing a fair, safe and productive work environment where grievances are dealt with sensitively and expeditiously. Within that environment parents, carers and students are encouraged to come forward with their grievances in the knowledge that College authorities will hear their grievance and take action that the College deems as appropriate and lawful.

2. Scope

This policy applies to all students, staff, parents/carers and external parties. A complaint may be about a process, staff members or about another St Euphemia College student. In certain circumstances, these procedures may be used to manage a complaint about a person who is not a St Euphemia College employee or student but who is involved in a College related activity.

Complaints include any allegation of staff misconduct, reportable conduct, corrupt conduct or improper behaviour. These matters will be handled as per the protocols outlined in the Child Protection Policy and Procedures and the associated legislation and regulations.

Complaints may relate to any concern about communication, behaviour or activity that has occurred within the College.

It does not extend to:

- ☐ personal grievances between parents/carers or other members of the College community;
- ☐ any disagreement with a Policy or Procedures of the College;
- ☐ an expression of dissatisfaction with the general direction or College strategy.

3. Policy

St Euphemia College is committed to providing a work and study environment that is safe, fair and free from discrimination for all members of the College community.

An essential part of developing that environment is ensuring all staff, students and parents/carers are encouraged to come forward with their matters of concern and complaints in the knowledge that the College will take prompt and effective action to address these concerns.

Procedural fairness will be maintained at all times and be embedded in all procedures relating to complaints and grievances and their resolution.

4. Definitions

Term	Meaning
Complaint	Refers collectively to any enquiry, comment or dispute raised by a person expressing dissatisfaction to a particular circumstance or situation, where a response or resolution is explicitly or implicitly expected, related to the improvement of our services or operations or the complaints handling process itself.
Complainant	Any person who lodges a complaint.
Grievance	Refers to a member of the College community and the impact of a decision or action within the College, that in respect to themselves may be considered unfair or advantageous.
Respondent	A person who is called upon to issue a response to a complaint made by another person.

5. Key Principles

The key principles of this policy are:

- i. Complaints will be treated seriously and sensitively, regarding procedural fairness, confidentiality and privacy. Requirements relating to confidentiality and privacy extend to the use and storage of any information and records related to a complaint.
- ii. Complaints should be handled quickly and as close as possible to their source. This may be modified by the nature of the complaint and the complainant's wishes. Complainants should raise concerns as early as possible after the incident/s occurred.
- iii. Wherever possible, complaints should be resolved by a process of discussion, cooperation and conciliation. The aim is to reach a mutually acceptable outcome that minimises any potential detriment to ongoing relationships.
- iv. Both the person raising the complaint and the person against whom the complaint is made will receive appropriate information, support and assistance in resolving the complaint.
- v. No person should be victimised because they raise a complaint or are associated with a complaint.
- vi. No person should instigate complaints that are frivolous or malicious. All persons are expected to participate in the complaint resolution process in good faith.
- vii. Complaints about privacy – please refer to the College's Privacy Policy and Procedures for registering a complaint.
- viii. Complaints about staff misconduct or reportable conduct - please refer to College Child Protection Policy and Procedures.