



## COMPLAINTS MANAGEMENT AND RESOLUTION POLICY

*Rosebank College promotes an inclusive, welcoming environment for children and provides transparent, accountable, risk-based approaches to ensure child safeguarding.*

### **Rosebank College's Complaints Handling Policy**

Rosebank College welcomes feedback from all members of the school/college community and takes all complaints or concerns that may be raised seriously. This Complaints Handling Policy is designed to assist you to understand how to make a complaint.

#### **Rationale**

It is implicit within the College Mission Statement that a positive working relationship and partnership between the College and families are the basis of our College community. Within this context, a process to deal with complaints is crucial to provide a fair and just approach to concerns raised. It is important to the College that such complaints are dealt with sensitively, confidentially and effectively. The College seeks to resolve matters as soon as possible, incorporating the principles of procedural fairness, and in a way which treats all parties with dignity and respect.

When dealing with complaints, our College stands within the Christian practice of handling all concerns with humility, honesty and respect for the person making a complaint. We need to be good listeners, discerning patiently and not resiling from honest and truthful leadership. The community is equally urged to be "obedient" and avoid "murmuring" so that all things are done with appropriate transparency. In the event complaints are raised, the community leader is called to respond with charity and concern for the well-being, privacy and situation of the complainant while not neglecting the rest of the community. In all Benedict's principles governing matters of community behaviour, justice is always set alongside mercy (RB 4.74).

#### **What is a Complaint?**

A 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.

Refer to the Student Duty of Care Policy for reporting concerns around Student Duty of Care.

#### **Principles**

The underlying principles, which frame the College Complaints Handling and Resolution Guidelines, are as follows:

- The vast majority of concerns, which arise from parents and others, need never take the form of a formal complaint. The Principal, senior staff and teachers are available to discuss and resolve concerns in more informal ways and in a timely matter.
- If deemed necessary in the professional judgement of the Principal (or another senior staff member), a complaint may be addressed in a more formal manner.
- Official complaints should be submitted in writing<sup>1</sup>, clearly outlining the specific issue along with dates, times and witnesses if appropriate.
- The College deals directly with parents/guardians. Parent/guardians may request that they be accompanied by a support person (eg for translation purposes), however this person cannot replace the parent. The support person cannot act as the parent's advocate.
- Matters that fall within the Child Protection Framework will be handled as per the protocols outlined in the appropriate guidelines and the associated legislation and regulations.

#### Other principles:

- The person raising the complaint will do so as promptly as possible after the issue occurs.
- Details of complaints need to be provided completely and factually.
- All parties will be required to show respect and understanding of each other's point of view and value difference, rather than judge and blame and to maintain the privacy and confidentiality of all parties.
- The person raising the complaint is required to recognise that all parties have rights and responsibilities which need to be balanced.
- All complaints will be addressed promptly and in accordance with their urgency.

### **Rosebank College's Commitment**

Rosebank College is committed to handling complaints effectively and efficiently. To manage complaints effectively, we have established a Complaints Handling Program in line with both the international complaints handling standard (ISO 10002:2014 Quality management – Customer satisfaction – Guidelines for complaints handling in organizations), and the Australian/New Zealand complaints handling standard (AS/NZS 10002:2014 Guidelines for complaint management in organizations).

Our Complaints Handling Program includes the establishment of an online complaints management system which allows us to effectively capture, manage and report on complaints. Regular analysis of complaints received and the implementation of rectification action, where deficiencies are identified, are key to the College's commitment.

### **Concerns about a Member of Staff**

In the instance where a complaint is made against a staff member, the staff member concerned must be informed of the complaint. A complaint against a member of staff will be investigated by an appropriate Executive staff member and a report presented to the Principal.

On receipt of the report, the Principal or Principal's delegate may conduct further interviews, or request further information and will then decide whether the complaint is valid. The staff member concerned must

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<sup>1</sup> Rosebank College's preference is to receive official complaints in writing. However the College is flexible in its approach and strives to ensure an accessible complaints handling process to consider people from cultural and linguistically diverse backgrounds, people with disabilities, etc. Various options and communication channels are available in the complaints handling process.

be given the opportunity to respond, prior to any action being taken in response to the complaint. In each case, the outcome will be communicated to both the complainant and staff member.

Where there is a meeting in relation to a complaint about a staff member involving the Principal, parents, students, other staff; the staff member must be told in advance the purpose of the meeting and who will be in attendance. The staff member must be given the opportunity to be accompanied by another support person of their choice. In this instance, all matters must be raised in relation to the complaint.

## **Student Concerns**

Where students have a concern, it is important that they convey it to the appropriate staff member. In the instance where a student has a pastoral or other concern, they should seek an appointment with their Home Room Teacher, or House Coordinator to discuss the issue, or where necessary the Dean of Pastoral Care. The College Counsellor is also available to act in a supporting role as required.

All academic issues concerning assessment of HSC information should be directed to the Dean of Learning.

## **Concerns about the Principal**

Formal complaints by parents or staff involving the Principal, must be submitted in writing and emailed to [chair@rosebank.nsw.edu.au](mailto:chair@rosebank.nsw.edu.au)

The Chair of the Board may address the issue, refer the matter to the Executive Director of Good Samaritan Education for appropriate processes to be followed or contact the appropriate legal authorities in the first instance.

## **How Do I Make a Complaint?**

### **1. How Do I make an Informal Complaint?**

We ask that, where appropriate, you first raise the matter directly with the relevant staff member through the informal complaints resolution. The vast majority of issues causing concern in schools can be handled quickly and in an informal manner. In most cases these issues can be resolved through informal discussions with appropriate staff members. Even if an issue is able to be resolved informally, all staff are required to log issues through our complaints management system so we are able to identify any systemic issues arising, and take appropriate rectification action.

### **Guidance on the relevant staff member**

Issues relating to **academic** concerns are directed initially to the Subject Teacher and then to the Studies Coordinator, or House Coordinator. If a satisfactory response or resolution is not reached via the above channels, the Dean of Learning is available to be contacted. All academic issues concerning Assessment, Appeals and other HSC information should also be directed to the Dean of Learning.

Issues relating to a **Pastoral** concern or student management issue/concern are directed initially to the Home Room Teacher and the House Coordinator. If a satisfactory response, or resolution is not reached via the above channels, the Dean of Pastoral Care can be contacted.

The Assistant Principal and the Principal are also available and can be contacted if a complaint is not resolved. However, if you are not satisfied with the handling of your complaint after it has been appropriately escalated within College's complaints escalation process, you may refer the complaint to the Chair of the College Board [chair@rosebank.nsw.edu.au](mailto:chair@rosebank.nsw.edu.au)

## 2. How Do I make a formal Complaint?

If you have been unable to resolve a matter informally, or simply wish to make a formal complaint you can do so by any of the following means:

1. Sending an email to [complaints@rosebank.nsw.edu.au](mailto:complaints@rosebank.nsw.edu.au)
2. Writing a letter to the College addressed to:  
The Complaints Manager  
1A Harris Road,  
Five Dock NSW 2046, Australia.
3. Telephoning the College and asking to speak to the General Office 02 9713 3100

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