



# COMPLAINTS MANAGEMENT AND RESOLUTION POLICY

*Rosebank College has a zero-tolerance policy toward child abuse, promoting a safe, inclusive environment and using transparent, risk-based approaches to ensure child safeguarding*

## **I. Purpose**

The purpose of the Complaints Management and Resolution Policy is to establish a clear, transparent, and fair process for managing and resolving complaints within Rosebank College ('the College').

This policy ensures that concerns raised by stakeholders—whether students, families, staff, or external parties—are handled promptly, respectfully, and with sensitivity. The policy aims to:

- a) Provide a structured and accessible process for submitting, addressing, and resolving complaints.
- b) Promote fairness, confidentiality, and transparency in all aspects of the complaints process.
- c) Foster positive relationships and open communication between the College and its community members.
- d) Ensure that complaints are resolved in a manner that respects the dignity and rights of all parties involved.
- e) Encourage continuous improvement by addressing issues in a way that supports the betterment of services, practices, and relationships.

Through this policy, the College is committed to resolving complaints efficiently, maintaining a respectful environment, and ensuring that all concerns are taken seriously and acted upon appropriately.

## **2. Scope**

This policy applies to all College staff, students, parents, volunteers, contractors and general public.

## **3. What Is a Complaint?**

A complaint is an expression of dissatisfaction made to Rosebank College regarding our services, operations, or the complaints handling process itself, where a response or resolution is expected, either explicitly or implicitly. This definition aligns with the Australian Complaints Handling Standard (AS 10002:2022)

Complaints involving child abuse, harm, or breaches of our Child Safe Codes of Conduct, particularly concerning conduct by:

- a) current or former staff members,



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- b) current or former students,
- c) other individuals on College premises or at College events, are handled separately from other types of complaints.

For more information, please refer to the Student Duty of Care Policy for reporting concerns around Student Duty of Care.

### 4. Rosebank College's Commitment

Rosebank College is committed to managing complaints in an effective and efficient manner. To manage complaints effectively, we have established a Complaints Handling Program in line with:

- a) **Principle 6** of the National Principles for Child Safe Organisations, utilising the Office of Child Safety's *Complaint Handling Guide: Upholding the Rights of Children and Young People*
- b) The **Australian Complaints Handling Standard** (AS 10002:2022, *Guidelines for Complaint Management in Organisations*)
- c) The **Australian Privacy Principles** (APP)

There is no fee associated with submitting a complaint.

Our Complaints Handling Program features an online system designed to effectively capture, manage, and report complaints. We regularly analyse complaints and implement corrective actions when deficiencies are identified, reflecting the College's commitment to continuous improvement.

While anonymous complaints can be submitted, they may limit the College's ability to fully investigate the issue.

We are dedicated to supporting and assisting complainants throughout the process. However, we require all complainants to engage respectfully with staff and cooperate fully in order to have their complaint managed effectively.

### 5. Informal Complaints Resolution

Most concerns within the school can be addressed promptly and informally. Therefore, we encourage you to first raise any concerns directly with the relevant staff members, where appropriate. Even if the issue is resolved informally, all staff are required to log the matter in our complaints management system. This allows the College to identify potential systemic issues and take the necessary corrective action.

### 6. How Do I Make a Formal Complaint?



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

- a) Sending an email to [complaints@rosebank.nsw.edu.au](mailto:complaints@rosebank.nsw.edu.au) or mailing a letter to Rosebank College, 1A Harris Road, Five Dock, NSW 2046, addressed to the Complaints Officer.
- b) Calling the College at 02 9713 3100 and requesting to speak with your child's House Coordinator.

All formal complaints will be logged into our online complaints management system and managed in accordance with the Complaints Management procedure.

### 7 Complaints About a Staff Member

If a complaint is made against a staff member, they will be informed of the complaint and be given an opportunity to respond to the complaint. The complaint will be investigated by the appropriate member of the Leadership team and a report will be submitted to the Principal.

Once the report is received, the Principal or their delegate may conduct further interviews or request additional information before making an informed decision. In each case, the outcome will be communicated to both the complainant and the staff member.

If a meeting is scheduled regarding a complaint about a staff member, involving the Principal, parents, students, or other staff, the staff member must be informed in advance of the meeting's purpose and who will be in attendance.

The staff member must also be given the opportunity to be accompanied by a support person. During the meeting, all relevant matters concerning the complaint must be addressed.

### 8 Complaint About 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 or 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.

### 9. Rosebank Internal Complaints Handling Process

- 9.1 All formal complaints are logged through our online complaints management system, where they are reviewed by the Complaints Officer.



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Complaints against the Principal or a member of the Board of Directors will be screened by the Chair of the Board. Complaints about the Chair of the Board should be directed at the Executive Director of Good Samaritan Education.

- 9.2. All complaints, except those made anonymously, will be acknowledged in writing within 2 working days. Where possible, to resolve complaints within 20 working days. We will keep in regular contact with the complainant prior to the target resolution date, advising of the status of the matter and each time confirming when the next communication should be expected.
- 9.3. The Complaints Officer will review all complaints, unless the complaint is about the Principal or a member of the Board of Directors, in which case it will be screened by the Chair of the Board. The Chair of the Board will designate an individual to investigate the complaint. The investigation is conducted in accordance with the principles of procedural fairness.
- 9.4. A written response will be provided to the complainant, except in cases of anonymous complaints. The matter will be considered closed if it is resolved or if the response is accepted.
- 9.5. All complaints received will be entered into our Complaints Register and, where appropriate, corrective actions will be taken to address any underlying processes which the complaints investigation revealed may require improvement.
- 9.6. If the matter remains unresolved, or if the complainant is dissatisfied with the outcome or the handling of the complaint, the complainant may escalate the issue through the College's escalation process by contacting [chair@rosebank.nsw.edu.au](mailto:chair@rosebank.nsw.edu.au)

### 10. Confidentiality and Privacy

Rosebank College is committed to maintaining the confidentiality of information throughout the complaints process. This includes safeguarding the privacy of both the person making the complaint and any individuals named in the complaint.

### 11. Definitions

**Complaint** means an expression of dissatisfaction made to Rosebank College regarding our services, operations, or the complaints handling process itself, where a response or resolution is expected, either explicitly or implicitly

**Parent(s)** means a parent of a Child, includes carers and legal guardians.

**Principal** means the head of Rosebank College, and responsible for the compliance with legislation and regulations.



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**Staff or Employee(s)** means all persons employed by Rosebank, paid or unpaid, on casual or permanent basis, includes contractors and volunteers.

**Student(s) means** a Child, Young Person, or any person enrolled at the College. Includes former Students.

### 12. Review

This policy will be reviewed in 24 months

### 13. References

Australian Complaints Handling Standard (AS 10002:2022)

Australian Privacy Principles (APP)

National Principles for Child Safe Organisations

### 14. Version Control

Policy Owner	Assistant Principal
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