Parents, students, staff and community members may from time to time have concerns or complaints that they wish addressed. The college is open to receiving concerns and complaints with the view to improving the services provided and protecting the well-being of our students.

Procedure - Identifying the scope of the Complaints Management policy

1. General complaints will be handled through the Complaints Management policy.
2. Bullying complaints or concerns will be handled as outlined in Behaviour Leadership policy.
3. Matters to do with physical, sexual or emotional abuse are to be referred to the Child Protection Policy.

If the source of the complaint is a parent or guardian:

1. Parents are encouraged to make their own decision about the appropriate member of staff in the College to whom their complaint should be made. If in doubt, however, the points below offer some guidance:
2. If a complaint to a classroom teacher is of a minor nature and easily resolved then the teacher and parent should act together to resolve the issue between them.
3. If the complaint is of a more substantial nature the teacher should refer the complaint to a more senior member of staff such as the Principal or their delegate.
4. If the matter cannot be resolved at this level it should be referred to the Principal.
5. Failing resolution the parent may request that the matter be referred to the Chairman of the School Board who, together with the Board, is the final authority on matters concerning the college.
6. If the complaint is against the Principal the matter should be referred directly to the Chairman of Board.
7. In all instances of complaint the college’s representative shall record the issues and steps which have been taken to resolve any complaints.
8. The Principal, or senior members of staff, may choose to interview students without parents or staff members being present.
9. The college will appoint an independent, external auditor from AISWA as required.

If the source of the complaint is a student:

1. Students are encouraged to make their own decision about the appropriate member of staff in the college to whom their complaint should be made. If in doubt, however, the points below offer some guidance:
2. The teacher and student should act to resolve a minor complaint to the satisfaction of both parties. If the student feels they cannot raise the matter directly with the staff member concerned, they may approach the Chaplain or a senior member of
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staff. Failing resolution the matter should be referred to the Principal or their delegate.

3. If the matter is of a substantial nature, the matter should be referred to the Principal or their delegate. Failing a resolution at that level the matter should be referred to the Principal for appropriate action.

4. If the complaint is against the Principal the matter should be referred directly to the Chairman of the Board.

5. A record of the issues and steps taken to resolve the matters should be kept by the School’s representatives.

6. The college will appoint an independent, external auditor from AISWA as required.

If the source of complaint is a staff member:

1. Complaints of a minor nature should be resolved between colleagues.

2. A more senior staff member acting as facilitator can be requested by either party.

3. Other complaints should be directed to the Principal. During any stage of the process, a person may choose to have a supporting person present at discussions or interviews with the Principal.

4. If unresolved, the staff members may write to the Chairman of the Board, who, together with Board, is the final authority on matters concerning the school.

5. If the complaint is against the Principal the matter should be referred directly to the Chairman of the Board.

6. The college will appoint an independent, external auditor from AISWA as required.

Flowchart - Complaints Management

Version & Review
Version – 1.1

Version Review
1.1 - Added external auditor and flowchart

Review – January 2014