

- a review of a policy or procedures
- training for staff or students
- monitoring behaviour of staff, students, or parents
- counselling and/or mediation for parties involved

Serious complaints

Serious complaints need to be put in writing and given to the principal. If you are still having concerns about a matter, or a complaint about a principal, the complaint will be referred to the SDA Schools (NNSW) Ltd Head Office at Wallsend.

Your complaint will be documented and referred to the relevant person. You will be contacted about the matter.

Appeal

If you have been involved in an investigation into your complaint, and believe that the procedures followed or outcomes are not fair, you may apply in writing to the principal in the first instance, and if a resolution is not achieved, apply to the SDA Schools (NNSW) Ltd Head Office at Wallsend for a review of the matter.

Record keeping

Records of complaints, interviews, and other relevant documentation relating to a complaint will be kept at the school in a restricted access complaints file.

Serious complaints may be kept at the SDA Schools (NNSW) Ltd Head Office at Wallsend.

The Policy and Procedures

This leaflet is a summary of the SDA Schools (NNSW) Ltd *Policy for Managing Complaints and Grievances*. On application a copy will be sent to you.

MATTERS NOT DEALT WITH UNDER THIS POLICY

CHILD PROTECTION ISSUES

EMPLOYMENT ISSUES

ENROLMENT

Other policies and procedures apply to the above matters

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PARENT & COMMUNITY

Information Brochure

Addressing
 Concerns & Complaints
 About a School



Introduction

Seventh-day Adventist Schools (NNSW) Ltd is committed to providing a safe and supportive school environment where all individuals are treated with dignity, courtesy and respect and the risk of harm is minimized.

There are occasions where a parent, community member, staff member or student may be concerned about a matter which results in a complaint. A complaint is a statement that a situation is unsatisfactory, unreasonable or unacceptable.

Complaints are to be addressed in a timely and confidential manner. All parties involved should act respectfully and with dignity. Minor matters should be resolved quickly by discussion between the appropriate persons.

What can a complaint be about?

A complaint can be about:

- the services provided by the school
- policies, procedures or practices of the school
- behaviour or decisions made by staff

Exclusions

The following matters are not dealt with under this policy:

- Child Protection
- Employment of staff
- Enrolments

Principles for handling complaints or grievances

The principles of procedural fairness include your right to:

- have an opportunity to be heard
- know the procedures for handling complaints or grievances
- confidentiality
- state what you hope to achieve from making a complaint or grievance
- discuss a potential time line for resolution of the complaint
- be notified of the outcome about the determination of the complaint
- be informed of the review process

How to make a complaint

You should first talk to your child's teacher if your complaint is about a class matter. Make an appointment with the school.

If you are not satisfied with the result, contact the head of school or principal.

If your complaint is about a principal, contact the Executive Director of the SDA Schools (NNSW) Ltd Head Office at Wallsend.

You may be required to put your complaint in writing, including specific details. It can be arranged for a person to help you if you require this.

Procedures for managing your complaint

1. Informal resolution

You should first try to talk to the person with whom you have an issue. If you feel you cannot approach that person, or you are unhappy with their response, you should approach the principal.

2. Receiving and assessing your complaint

Your complaint will be assessed to determine the level of seriousness, whether it is a special case, and appropriate action to take. A serious case could include a breach of legislation, policy or procedures that could lead to disciplinary/ remedial action or conduct of a criminal nature.

Resolution of your complaint

After you make your complaint, the school will record the details and arrange for an interview with you. You are entitled to bring a support person with you if you wish. Other persons who have the same complaint may also be involved in the interview. The school will investigate the complaint and advise you of the outcome.

Possible outcomes

A complaint may be sustained, that is, the investigation indicates that the cause of the complaint most likely occurred. If the complaint is sustained, the following are some possible outcomes:

- agreement between the parties
- apology, either written or verbal
- disciplinary action for a staff member or a student