



Heights College Complaints Management Policy

Our Commitment

Heights College recognises and acknowledges each member of the College community's entitlement to complain about perceived injustices and unfairness of people or systems, and make suggestions for improvement, and we aim to work with you in the best interests of the students in our care. The College is committed to ensuring that all *complaints* are dealt with in a fair and equitable manner. As a faith community, we aim to nurture each other's growth in the values lived by Jesus Christ.

"If your brother does something wrong, go and have it out with him alone, between your two selves. If he listens to you, you have won your brother. If he does not listen, take one or two others along with you" Matthew 18:15

Therefore, the College acknowledges that concerns and issues exist that may be resolved informally without the need to follow a formal *complaints* process. In such cases complainants are encouraged to initially raise issues or concerns informally with the relevant person at the time of the issue arising. Discussing the issue or concern immediately and face-to-face may clarify the situation and resolve any misunderstandings satisfactorily. However, in the event that this does not resolve the issue, the *Complaints Management Procedures* should be followed.

Scope

The scope of this policy extends to *complaints* brought by any member of staff, parents, students or members of the community. The College has no obligation to pursue anonymous complaints.

1. General *complaints* will be handled through the *Complaints Management Policy*.
2. Bullying *complaints* or concerns will be handled as outlined in the *Behaviour Management Policy* and/or the *Discrimination, Harassment and Bullying Policy*.
3. Matters to do with physical, sexual or emotional abuse are to be referred to the *Student Protection Policy*. The procedure for reporting alleged abuse within the school is found in this policy.
4. For Overseas students, Heights College will comply with all standards in the National Code 2018 relating to Complaints and Appeals. Our policy and procedures in this regard can be found at <http://www.heights.qld.edu.au/overseas-students> .

Our Goal

To support this policy, Heights College will:

- Acknowledge and respect that employees, parents and students are entitled to raise a *complaint* in good faith;
- Provide an efficient, fair and accessible mechanism for resolving *complaints* in accordance with the principles of natural justice;
- Ensure *complaints* handling policy and procedures are readily accessible to all stakeholders and are applied consistently and fairly;
- Ensure *complaints* are dealt with sensitively and without undue delay;
- Consider the safety and welfare of all parties involved where appropriate;
- Maintain confidentiality of all parties involved at all times, subject to the affording of natural justice;
- Keep records of *complaints* handled through this policy and the steps taken to resolve the issue; and
- Act in good faith and communicate in a courteous and respectful manner.

Responsibilities

When making a *complaint*, it is in the best interest of *complaint* resolution to ensure that you:

- Provide complete and factual information in a timely manner;
- Deliver your complaint in a non-threatening and non-abusive manner; and
- Not make frivolous or vexatious complaints or include deliberately false or misleading information
- Recognise that all parties have rights and responsibilities which must be balanced.

Complainants who air a grievance, but who do not consent to follow the procedures outlined in this document and the *Complaints Management Procedures*, will be informed that their *complaint* cannot be accepted.

Definitions

A *complaint* is an expression of dissatisfaction with a service where the complainant requires a formal way of having a *complaint* heard and resolved. A *complaint* may be made verbally or in writing.

Relevant Legislation & Related Documents

Education (Accreditation of Non-State Schools) Act 2001 (Qld)

Education (Accreditation of Non-State Schools) Regulation 2001(Qld)

Education and Care Services Act 2013

Education and Care Services Regulation 2013

Heights College Complaints Management Procedure

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