Quinns Baptist College

Complaints Procedure for Families attending Quinns Baptist College
(Overseas Students)

Quinns Baptist College is a community and as such, there will be times when parents will wish to make suggestions, may have a complaint or raise a concern that needs addressing. Quinns Baptist College takes these issues seriously and welcomes such feedback. The Complaints System is outlined briefly below to assist families should such a need occur. Please remember it is our policy that we wish to deal with issues sooner rather than later.

A complaint will be treated as an expression of genuine dissatisfaction that needs a response.

Quinns Baptist College wishes to ensure that:
- Parents have an understanding of how to make a complaint should the need or situation arise
- Quinns Baptist College responds within a reasonable time frame and in a courteous and efficient manner
- Parents understand that they are listened to and that complaints are viewed seriously
- Action is taken where appropriate

“How should I complain?”
When you contact the College, please be as clear as possible about what is troubling you.

Staff members at the Quinns Baptist College will be happy to help. It may be best to start with the person most closely concerned with the issue – for example, the relevant Coordinator. They may be able to sort things out quickly, with little fuss. A phone call is the quickest means of contact or a letter is also appropriate. However you may feel the issue needs to go to a senior staff member such as the Principal.

“I don’t want to complain as such, but there is something bothering me.”
Quinns Baptist College staff are working towards the same purpose as yourself – the education and well-being of your child. Staff want to hear your views and ideas. Contact a staff member, as above.

“I am not sure whether to complain or not.”
If you have a concern, as a parent you are entitled to raise it with the College. If in doubt, remember we are here to help. Sometimes it is reassuring just to talk your concerns through with someone.
“What will happen next?”
If you raise something on the phone or in person, it may be resolved immediately and to your satisfaction.
If you forward a complaint or suggestion in writing, the College will contact you within 5 working days to respond to your concerns and explain how the matter will proceed. In many cases the person will need to discuss the matter with a colleague and will consider it further before responding. You will be given a date by which time you will be given a response. If a detailed explanation of the issue is needed, a letter or report will be sent to you as quickly as possible. This letter will inform you of the outcome of the complaint. It will explain the conclusion, the reasons for it and any action taken or proposed.

“What happens about confidentiality?”
Your complaint or concern will be treated as confidential and treated with respect. Knowledge of the issue will remain limited to the Principal and to those directly involved. The Chairman of the College Board may also need to be informed in some matters. It is a College policy that complaints made by parents should not rebound adversely on their children.

We cannot entirely rule out the need to make third parties outside the College aware of a complaint and possibly also the identities of those involved. This would only happen in a case where the child’s safety is at risk or where it became necessary to refer a matter to the police. As a parent, you would be fully informed.

“What if I am not satisfied with the outcome?”
We hope that you are satisfied with the outcome, or at least your concerns have been heard and fully considered.

If you are not satisfied, the Principal will offer to refer the matter to the Chairman of the College Board. Alternatively you may wish to write directly to the Chairperson. The Chairperson will call for a full report from the Principal and will examine matters thoroughly within the Board before responding. The decision of the Board will be conveyed to you.

If the complaint is about the Principal, you are welcome to ring or write to the Principal. If you find that too difficult you can write directly to the Chairperson of the Board and address the letter as confidential. The Chairperson will acknowledge the letter and seek to resolve the problem through the Board. The Chairperson will then get in touch with you as soon as possible. As a consequence the Board may request an interview with the student and his/her Guardian.

Should you wish to discuss any aspect of this Complaints Procedure, please do not hesitate to contact the College. For independent handling of the grievance please contact the Department of Education Services’ Conciliator - Anne Duncan (9441 1953).

Tel Williams
PRINCIPAL
Quinns Baptist College

Complaint Procedure for Students

Any Problems, Complaints or Suggestions?

If so the College would like to hear.

How do I make a complaint?

- By talking about it – or by writing it down if you find that easier.
- You can do it by yourself, or as part of a group, or through your parents.

To Whom?

- To anyone on staff.

Does it matter what the issue is?

- No, it can be a big problem or a small one. By discussing it, you may come up with some positive ideas.

What will happen next?

- If possible the staff member will deal with it in person. If not s/he will go on your behalf to someone who can help.

Do others have to know?

- If you are worried about confidentiality, tell the staff – they will understand.

Even if you find the issue hurtful or embarrassing, don’t worry – it will only be discussed by staff who can help you.
Quinns Baptist College

Complaints Procedure: General Policy

Key principals for handling complaints at Quinns Baptist College:

1. The College is open to the concerns of parents and pupils.
2. Complaints are received in a positive manner.
3. Parents and pupils can expect to be taken seriously and can approach a member of staff about their concerns.
4. Concerns are dealt with speedily and those who have raised them are kept informed about progress.
5. It is not acceptable for pupil’s to receive adverse treatment because they or their parents have raised a complaint.
6. Clear confidential records are kept.
7. Confidentiality is respected and maintained so far as is possible.
8. Resolution of the matter is sought.
9. Staff training covers the handling of complaints as appropriate.

Premise: If a concern/complaint is dealt with seriously and sensitively at an early stage, it is likely to have a satisfactory outcome. Having a sound system will therefore reflect positively on the ethos, mission and values of the College.

Complaints can also be helpful to the College – the information can be constructive and provide the College with helpful information. They can be used to improve standards and prevent cause for further problems or complaint.

A complainant may be a parent or guardian, student, member of the public or staff member.

A complaint is an expression of dissatisfaction with a real or perceived problem, whether it is about an individual, group, department or College as a whole.

Sharing complaints and having suitable protocols can reduce anxiety by taking the matter seriously.

As complaints may become legal action in the future it is essential that complaints be recorded, whether that be at a teacher, Coordinator or Administrative level, and suitable records are kept.

Confidentiality is essential. In order for someone to express their concern they may feel the need for the security of confidentiality. Where possible individuals may not be named and the issues not discussed with the broader staff/students. In some cases there is a need to share information and in that
case the complainant should be informed that information will be passed on to only those whose role requires it. Also in some cases to undertake an investigation there may be a need to mention names. This again must be discussed with the complainant.

If there is a situation involving the police, the Principal or next most senior staff member if the Principal is unavailable, will take responsibility for action in the school and the Chairman of the Board will be informed as soon as possible.

Anonymous complaints are handled at the discretion of the Principal.

Feedback should be given to parents. Discretion must be used as to whether this feedback is given in person or in letter form. If time has been needed to consider a complaint the reply should be in letter form including: issues raised; how the issues were considered; people consulted; action to be taken; and an apology if appropriate.

There will be a small number of complainants who will not be satisfied, whatever the College does. Nevertheless the complaint must be taken seriously and approached positively. In the case of an intractable complaint the Principal may refer the matter to the College Board. In this case the complainant is encouraged to convey the matter in writing to the Chairman of the Board. The Chairman will discuss the matter with the Principal and the Board presented with the relevant documentation. The Board will consider the situation and the Chairman will respond in writing.

In the case where a conciliation conference may be beneficial, this meeting will comprise at least two Administrative staff, one of which will makes notes during the meeting. The complainant may also wish to bring someone with them as support. The meeting aims to come to a positive resolution, which is conveyed to all attending the meeting, as well as the issue of confidentiality. Any outcome of a conciliatory meeting should be recorded and circulated at all attendees as soon as possible. A report will be given to the Principal should s/he not be in attendance.

Protocols for staff are in the Staff Handbook.
At Quinns Baptist College we do not mind who a complainant may wish to convey a grievance to but what is essential is that the information is passed on and dealt with appropriately.

**Teacher or Staff Member**
Must pass on the information to the relevant senior staff or Admin. If in doubt, think about who the complaint is most relevant to i.e. if it is curriculum, administrative or pastoral? Staff are not encouraged to keep a complaint to themselves but rather utilize the support of the senior staff.

**Coordinators**
Coordinators keep their own records of parent contact where complaints can be noted. Year Coordinators are encouraged to share complaints with Administration and with the College Counsellor if it is felt that support for the complainant or staff may be needed. In the case of administrative or pastoral issues the Deputy administration should be fully informed and involved in potential solutions and feedback.
Heads of Departments
Head of Departments are encouraged to share complaints with Administration. Particularly in the case of curriculum issues the Deputy Curriculum should be fully informed and involved in potential solutions or feedback.

Deputies
Deputies are encouraged to share complaints with the Principal of the College. In the action of a serious allegation the Principal should be involved in the process of sourcing solutions and or feedback.

Principal
The Principal is obliged to convey serious complaints to the College Board and ensure that the Chairman of the Board and Principal’s Executive is aware of ongoing serious matter sin the College.