



CONCERNS AND COMPLAINTS POLICY (SECONDARY)

Adopted By: Principal

Review Date: 25/02/2019

To Be Reviewed: 28/02/2020

Overview

Quinns Baptist College is a community and as such, there will be times when parents or students (past or present) will wish to provide feedback, such as a complaint or to raise a concern that needs addressing. Quinns Baptist College takes these issues seriously and aims to consider these matters objectively. Concerns are best to be raised immediately in order to resolve matters swiftly, with minimal fuss and hopefully to the satisfaction of all involved.

A concern or complaint will be treated as an expression of **genuine** feedback that needs a response.

Quinns Baptist College wishes to ensure that parents, students (past and present) and members of the community have an understanding of:

- How to raise a concern/make a complaint, should the need or situation arise
- The expectations of the College's response to a concern/complaint
- Processes of appeal where there is an unsatisfactory resolution for the concern/complaint raised

1.0 Raising a concern or complaint

Raising a concern or complaint can be done through contacting the College or by speaking to a staff member. It is always helpful to firstly consider what the concern/complaint refers to so we can direct your concern/complaint to the appropriate staff member. Writing a list can also be beneficial so that when discussing your concern/complaint the matters are fully addressed with the relevant staff member.

1.1 How to raise a concern/complaint

In person – talk to the person of referral

By phone – contact the College and request to speak with the person of referral

In writing – via email: secondary@qbc.wa.edu.au ; or through written correspondence which can be delivered to the College reception

1.2 Who to raise the concern/complaint with

Below is a guide of who you can contact to raise a concern/complaint of a particular nature:

Person of referral per the nature of a concern/complaint

Pastoral care	Academic	Staff Member	Principal/ College
<ul style="list-style-type: none">•Year Coordinator (YC)•Deputy Principal Administration•Principal•Chair of Board	<ul style="list-style-type: none">•Teacher•Head of Department (HoD)•Deputy Principal (Curriculum)•Principal•Chair of Board	<ul style="list-style-type: none">•Deputy Principal Curriculum (Academic Staff/ HoD)•Deputy Principal Administration (YC)•Principal•Chair of Board	<ul style="list-style-type: none">•Principal•Chair of Board

Our advice is to make contact with the first person on the list and then subsequent staff should the matter need further referral

1.3 Levels of concerns/complaints

All concerns/complaints will be taken seriously by the attending staff member no matter how minor or significant the matter is.

Some frequent queries about raising concerns/complaints and their responses are below:

'I am not sure whether to raise a concern or not, yet something is bothering me'

We are all working towards the same goals, that is, the education and well-being of students. If you have a minor concern/complaint, we encourage you to speak to a staff member. Often minor matters are resolved quickly and to the satisfaction of all involved by raising a concern/complaint before it becomes something more significant.

'I am not sure that the concern/complaint can be handled by a discussion over the telephone'

We encourage you to make an appointment to speak with the attending staff member at a mutually agreeable time. Often it is helpful to write down your concerns/complaint so that the matter can be addressed fully.

'I am concerned for the welfare of a student'

We encourage you to speak to the Year Coordinator immediately. Alternatively you can contact the Deputy Principal Administration.

'The matter is of a confidential or sensitive nature'

All concerns/complaints are treated with the utmost respect of confidentiality. Only essential staff and those directly involved will be informed of the matter. Please discuss these concerns with the attending staff member. They will understand.

'The concern/complaint needs urgent attention'

Contact the College and speak to the Deputy Principal Administration.

'The concern or complaint refers to a situation that happened in class'

We encourage you to speak directly with the teacher it involves.

'The concern/complaint refers to a curriculum query'

Please speak with the classroom teacher. They can refer it to the Head of Department for further clarification if needed.

'The concern/complaint relates to academic progress of my child'

Please discuss your concerns with your child's teacher. They are best positioned to help you.

'My concern/complaint refers to the Principal or the operations of the College'

Make a time to meet with the Principal by contacting the College reception to talk through your concerns/complaint. At a time mutually agreeable, your concerns/complaint will be listened to and the Principal may provide a response. On occasion, further consideration and deliberation may be required. The Principal will then respond to your concerns/complaints in writing within 1 week of receipt of the concern/complaint being raised.

Alternatively, if you do not wish to meet with the Principal, you may like to contact the Chair of the Board in writing (see below for information about responses).

1.0 Responses to concerns/complaints

Concerns/complaints made in person or by phone can often be responded to immediately with a swift resolution where there is a satisfactory outcome. In these instances, the person addressing and resolving the complaint will manage the concern/complaint.

Concerns/complaints referred to or made in writing to the Principal (email/correspondence) will be responded to within a week acknowledging the receipt of the concern/complaint and indicating the expected time frame for a response. Once the matter has been investigated, then a response is given in writing.

2.1 Confidentiality

All matters will be treated with the utmost respect of confidentiality. Only essential staff members are notified (e.g: Deputy Principal/ Principal) and those directly involved.

For serious matters (relating to Child Protection), the Chair of the Board may need to be notified or other external authorities.

2.2 Investigation

Some concerns/complaints may take some time to resolve where further investigation/deliberation is required. This will be communicated to parties involved and an expected timeframe for a final resolution.

2.3 Objectivity

All concerns/complaints are taken as a genuine expression of concern and will be listened to carefully and intently to identify the issues and possible resolutions. At times where there is not a clear resolution, further consultation may occur between essential staff (names of the person raising the concern/complaint are omitted) to gain another objective viewpoint.

Staff aware of a concern/complaint are not to give negative attention to the student involved. The process is viewed as an expression of genuine concern and as such as staff members involved will treat all individuals involved with respect and courteously at all times.

2.4 Concerns/complaints that are substantiated

In the event a concern/complaint is substantiated, the person raising the concern/complaint will be provided a response outlining the action to be taken to rectify the matter. The College always aims to resolve a concern/complaint with a satisfactory outcome.

2.0 Appeal Process

We hope that members of the community are completely satisfied with the outcome of any matter raised, however we also wish to protect the right of appeal should there be a concern/complaint raised that has not been resolved providing a satisfactory outcome.

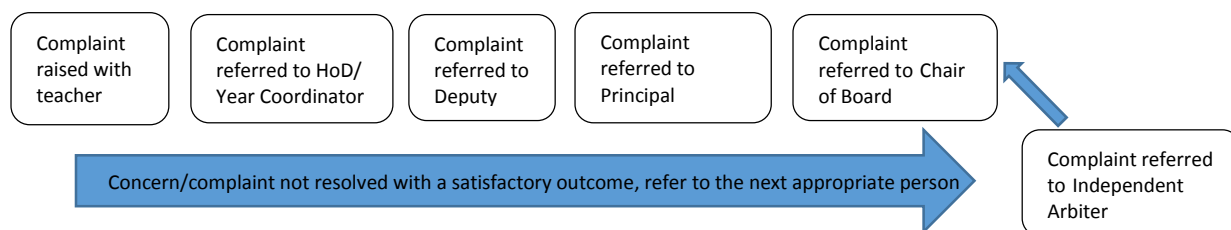
The matter can be referred to the next appropriate staff member for their consideration. This can occur at any point in the process and at the request of the person raising the concern/complaint. Staff can do this on behalf of the person raising the matter.

Should the matter be referred at any point to the Principal, and an unsatisfactory outcome is still provided, then the matter may be referred to the Chair of Board.

Should the matter be referred to the Chair of Board, the matter may take some time to resolve (in order to discuss with other Board members). A resolution will be provided.

Should the matter still not be resolved to a satisfactory outcome, then the matter can be referred to an independent arbiter. The independent arbiter will liaise with the Chair of Board and the complainant. The findings are communicated to the complainant through the Principal. The findings of the Independent Arbiter are final.

For example:



3.0 Complaints procedure for students

At Quinns Baptist College we encourage students to have a voice and be able to share a concern/a complaint using the appropriate manner. Form Teachers communicate to students where to access the complaints procedure, direction is given to students on how to raise a concern in the student diary and the policy is accessible by students on the College website.

The following are frequently asked questions (FAQ's) to help you should you wish to discuss matters relating to the College.

'How do I raise a concern/complaint?'

- By talking about it with a staff member
- By writing it down
- You can do raise a concern/complaint by yourself, with a friend, as part of a group, or through your parents
- Use the suggestion box in the office if you wish to remain anonymous

'Who can I raise a concern/complaint with?'

- Your teacher
- Your Year Coordinator
- Deputy Principal
- Principal
- Chaplain

'Does it matter what the issue is?'

- Whatever the issue is, we want you to feel supported in finding a solution so please speak with someone. We can't help you if we don't know about the issue.

'What will happen next?'

- Staff will work towards a solution to the issue and let you know what the outcome is

'Do others have to know?'

- If you are worried about confidentiality, tell the staff – they will understand.
- Certain matters will not be able to be confidential if there is a risk of harm to the student involved
- Only staff who need to know (dependent on the nature of the matter) will be informed as they are staff that are able to assist in providing a solution to help you
- Other students will not be informed of the source of the concern/complaint should a disciplinary matter need addressing.