



<b>Purpose:</b>	The purpose of this policy is to ensure that student, parent and employee disputes are dealt with in a responsive, efficient, effective and fair way.	
<b>Scope:</b>	Students, parents and employees, including full-time, part-time, permanent, fixed-term and casual employees, as well as contractors, volunteers and people undertaking work experience or vocational placements.	
<b>Status:</b>	Approved	<b>Supersedes: Previous Policy</b>
<b>Authorised by:</b>	Board Chair	<b>Date of Authorisation:</b> April 2024
<b>References:</b>	<ul style="list-style-type: none"> <li>• <i>Education (Accreditation of Non-State Schools) Regulations 2017</i></li> <li>• <i>Australian Education Regulations 2013</i></li> <li>• <i>Fair Work Act 2009</i></li> <li>• <i>Work Health and Safety Act 2011 (Qld)</i></li> <li>• <i>Privacy Act 1988 (Cth)</i></li> <li>• <i>Anti-Discrimination Act 1991 (Qld)</i></li> <li>• <i>Australian Human Rights Commission Act 1986 (Cth)</i></li> <li>• <i>Sex Discrimination Act 1984 (Cth)</i></li> <li>• <i>Age Discrimination Act 2004 (Cth)</i></li> <li>• <i>Disability Discrimination Act 1992 (Cth)</i></li> <li>• <i>Racial Discrimination Act 1975 (Cth)</i></li> <li>• Noosa Pengari Steiner School <b>Enterprise Bargaining Agreement</b></li> <li>• Noosa Pengari Steiner School <b>Complaints Handling Procedure</b></li> <li>• Noosa Pengari Steiner School <b>Child Protection Policy</b></li> <li>• Noosa Pengari Steiner School <b>Work Health and Safety Policy</b></li> <li>• Noosa Pengari Steiner School <b>Anti-Discrimination Policy</b></li> <li>• Noosa Pengari Steiner School <b>Sexual Harassment Policy</b></li> <li>• Noosa Pengari Steiner School <b>Disability Policy</b></li> <li>• Noosa Pengari Steiner School <b>Workplace Bullying Policy</b></li> <li>• Noosa Pengari Steiner School <b>Privacy Policy</b></li> <li>• Noosa Pengari Steiner School <b>Community Code of Conduct</b></li> </ul>	
<b>Review Date:</b>	Every 2 years	<b>Next Review Date:</b> April 2026
<b>Policy Owner:</b>	Board Chair	

### Policy Statement

Noosa Pengari Steiner School is committed to ensuring that student, parent and employee disputes are dealt with in a responsive, efficient, and effective and fair way.

Noosa Pengari Steiner School views complaints and disputes as part of an important feedback and accountability process. Noosa Pengari Steiner School acknowledges the right of students, parents and employees to complain when dissatisfied with an action, inaction or decision of the school and the school encourages such feedback. Noosa Pengari Steiner School recognises that time spent on handling disputes can be an investment in better service to students, parents and employees.

### **Types of Complaints or Disputes that may be Resolved under this Policy**

Noosa Pengari Steiner School encourages students, parents and employees to promptly lodge concerns regarding sexual harassment, discrimination, workplace bullying, privacy breaches and non-compliance with child protection processes as well as more general complaints that include areas such as:

- the school, its employees or students have done something wrong
- the school, its employees or students have failed to do something that they should have done
- the school, its employees or students have acted unfairly or impolitely
- issues of student or employee behaviour that are contrary to their relevant code of conduct
- learning programs, assessment and reporting of student learning
- Communication with students or parents or between employees
- School fees and payments
- General administrative issues

Student complaints may be brought by students or by parents on behalf of their children, as appropriate in the circumstances.

### **Issues Outside of this Policy**

The following matters are outside of the scope of this policy and should be managed as follows:

- Child protection concerns or risks of harm to children should be dealt with in accordance with the law and the school's Child Protection Policy.
- Student bullying complaints should be dealt with under the Student Conduct Policy and Procedure.
- Student discipline matters, including matters involving suspension or expulsion, should be dealt with under the Student Conduct Policy and Procedure.
- Employee complaints related to their employment should be directed to their supervisor
- Student or employee violence or criminal matters should be directed to the Principal who will involve the Police as appropriate

### **Complaint & Dispute Resolution Principles**

Noosa Pengari Steiner School is committed to managing complaints according to the following principles:

- Complaints will be resolved with as little formality and disruption as possible
- Complaints will be taken seriously
- Anonymous complaints will be treated on their merits like any other complaint
- Complaints will be dealt with fairly and objectively and in a timely manner
- Mediation, negotiation and informal resolution are optional alternatives to investigation
- Procedural fairness will be ensured wherever practicable
- Natural justice principles will be observed wherever practicable
- Confidentiality and privacy will be maintained
- All parties to the complaint will be appropriately supported including the option of having the School Wellbeing Officer present
- All parties are entitled to reasonable progress updates
- Appropriate remedies will be offered and implemented
- A review mechanism will be offered
- Complainants, respondents and people associated with them will not be victimised as a result of lodging the complaint nor will they suffer any other reprisals

- The school will keep confidential records of complaints

## Responsibilities

### **School**

The school has the following role and responsibilities:

- Develop, implement, promote and act in accordance with the school's Complaints Handling Policy and procedures
- Appropriately communicate the school's Complaints Handling Policy and procedures to students, parents and employees
- Upon receipt of a complaint, manage the complaint in accordance with the Complaints Handling model prescribed in the procedures
- Ensure that appropriate support is provided to all parties to a complaint
- Take appropriate action to prevent the victimisation or action in reprisal against the complainant, respondent or any person associated with them
- Appropriately implement remedies
- Appropriately train relevant employees
- Keep appropriate records
- Monitor and report on complaints

### **All Parties to a Complaint or Dispute**

The complainant and respondent have the following role and responsibilities:

- Apply and comply with the school's Complaints Handling Policy and procedures
- Lodge complaints promptly as soon as possible after the issue occurs or as otherwise appropriate
- Expect that the complaint will be dealt with fairly and objectively; in a timely manner; with procedural fairness wherever practicable; that natural justice principles will be observed wherever practicable; that confidentiality and privacy will be maintained
- Provide complete and factual information in a timely manner
- Not provide deliberately false or misleading information
- Not make frivolous or vexatious complaints
- Act in good faith, and in a calm and courteous manner and maintain a mutually beneficial relationship of trust and cooperation
- Treat all parties with dignity and respect in line with the NPSS Community Code of Conduct
- Show respect and understanding of each other's point of view and value difference, rather than judge and blame
- Act in a non-threatening manner
- To be appropriately supported
- Acknowledge that a common goal is to achieve an outcome acceptable to all parties
- Recognise that all parties have rights and responsibilities which must be balanced
- Maintain and respect the privacy and confidentiality of all parties
- Not victimise or act in reprisal against any party to the dispute or any person associated with them

### **Complaints Advocate**

In order to ensure that parents feel supported through a complaints handling process the Wellbeing Officer will also fulfil the role of Complaints Advocate. That role will allow parents to inform the Complaints Advocate if they are feeling uncomfortable, intimidated or victimised by the school as a part

of the process. The Complaints Advocate will then be able to report this directly to the Principal, or if the concern is with the Principal, they will then be able to report this to the Board via the Board Chair.

### ***Employees Receiving Complaints or Disputes***

Employees receiving complaints have the following role and responsibilities:

- Act in accordance with the school's Complaints Handling Policy and procedures
- Inform the party lodging the complaint of how complaints can be lodged, when they should be lodged and what information is required
- Provide the complainant with information about any support or assistance available to assist them in lodging their complainant
- Provide the complainant with a copy of the school's Complaints Handling Policy and procedures
- Maintain confidentiality
- Keep appropriate records
- To forward complaints to more senior employees, including the Principal, as appropriate
- To be appropriately supported
- Not victimise or act in reprisal against the complainant, respondent or any person associated with them

If your question/complaint is regarding the Principal and after consultation the matter remains unresolved please refer your question/complaint to the Board via the Board Chair [board@noosasteiner.qld.edu.au](mailto:board@noosasteiner.qld.edu.au).

### **Implementation**

Noosa Pengari Steiner School is committed to raising awareness of the process for resolving complaints and disputes at the school, including by the development and implementation of this policy and related procedures, and via the clear support and promotion of the policy and procedures.

Noosa Pengari Steiner School is also committed to appropriately training relevant employees (especially senior staff) on how to resolve complaints in line with this policy and the related procedures.

Noosa Pengari Steiner School will keep appropriate records of complaints and disputes and will monitor them and their resolution and will report on a high-level basis to the school Board on complaint and dispute resolution at the school.

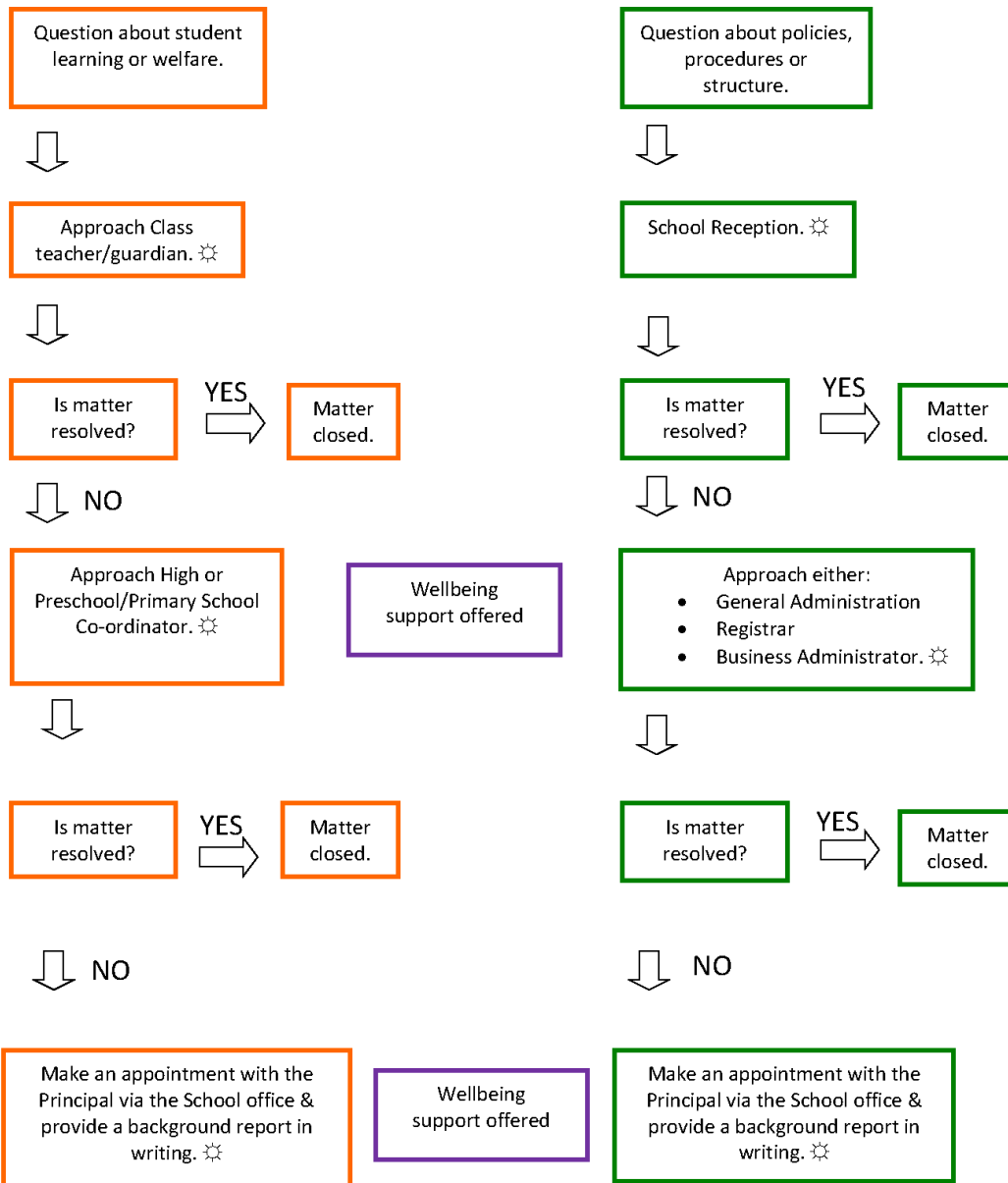
Noosa Pengari Steiner School will act to encourage students, parents and employees to contribute to a healthy school culture where disputes are resolved with as little formality and disruption as possible.

### **APPENDICES**

1. NPSS COMMUNICATION PATHWAYS FOR PARENTS
2. NPSS COMMUNICATION PATHWAYS FOR STAFF
3. NPSS COMMUNICATION PATHWAYS FOR STUDENTS

## Noosa Pengari Steiner School Communication Pathways For Parents

What is the nature of your question?

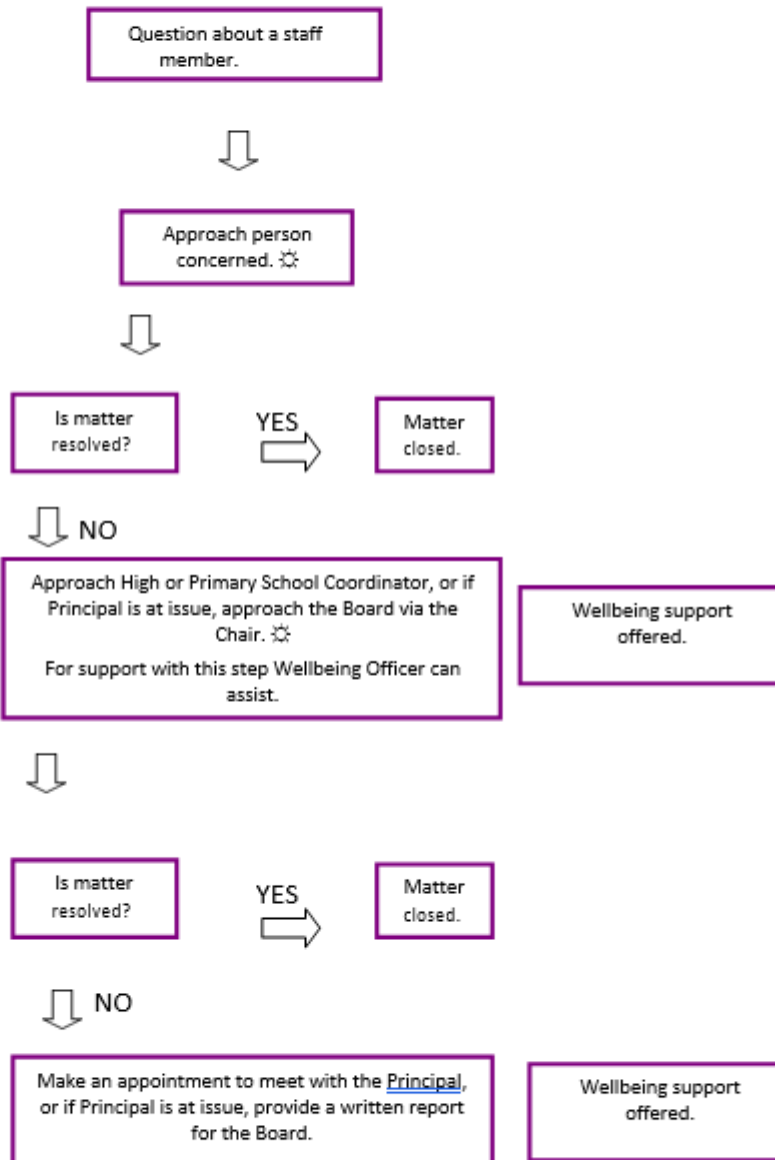


If issues are unresolved at the end of this process, they can progress to the School Board.

⚙️ Feel free to bring a support person.

# Noosa Pengari Steiner School Communication Pathways for Students

What is the nature of your question?

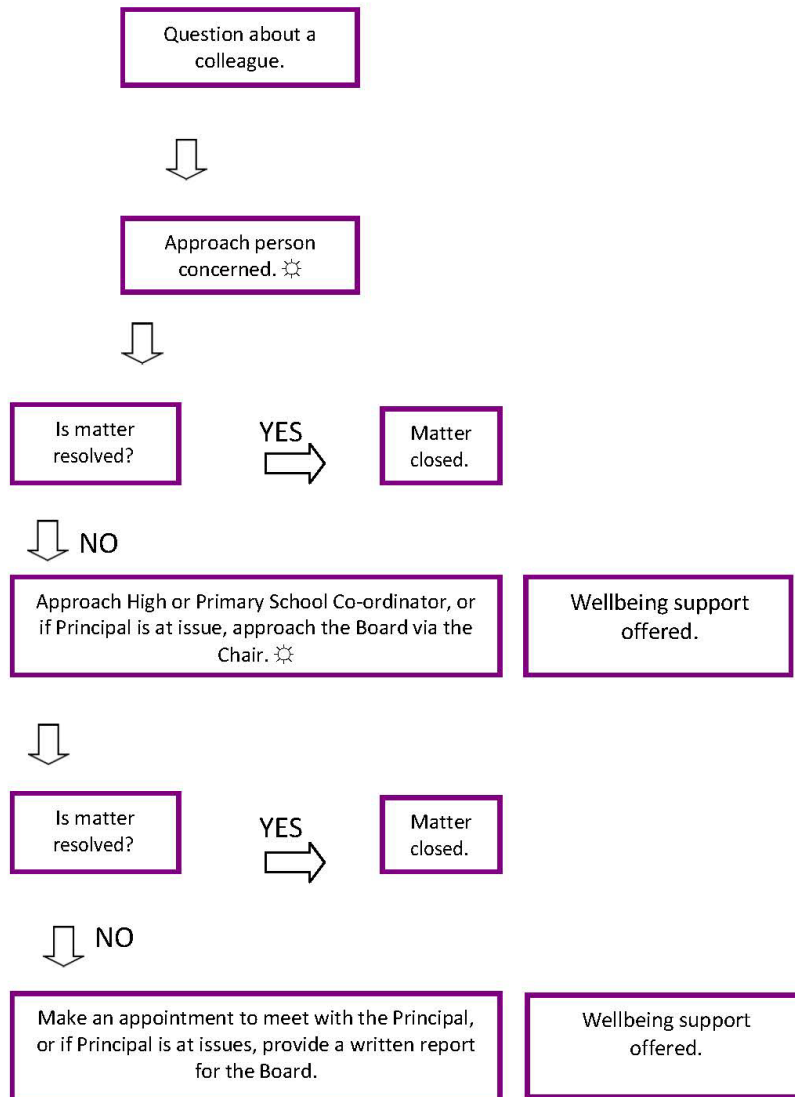


⚙️ Feel free to bring a support person

Updated April 2023

## Noosa Pengari Steiner School Communication Pathways For Staff

What is the nature of your question?



☀ Feel free to bring a support person

Updated August  
2022