

<b>Document:</b>	Complaints Handling Procedure	
<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:</b> New Procedure
<b>Authorised by:</b>	Principal	<b>Date of Authorisation:</b> April 2023
<b>Review Date:</b>	Every 2 years	<b>Next Review Date:</b> April 2025

### Overview

The NPSS Complaints Handling Procedure is a step-by-step guide detailing the process to lodge, record, assess, respond and report on complaints. NPSS is committed to ensuring that student, parent and employee complaints are dealt with in a responsive, efficient, effective and fair way.

All members of our community are valued and respected and we acknowledge the right of all to make a complaint or attempt to address their issues and/or concerns.

### Making a complaint – Parent, Staff and Student Guide

It is our intention to manage all complaints in a timely, equitable and fair manner. Complaints that are complex or involve multiple views on events and circumstances may require an investigative period which may extend beyond the normal complaints resolution period. If your complaint is likely to take longer than the time frames below you will be advised and updated regularly regarding progress of your complaint.

Please refer to the Communication Pathway documents for parents, staff and students (see Appendix), these resources provide guidance for parents, staff and students regarding the process for raising questions/concerns and complaints.

### General Concerns

1. If you have a question regarding student welfare and/or learning, please approach your child's class teacher/guardian for parents or your class teacher/guardian/wellbeing officer for students. For staff members with a general concern please approach the relevant person your concern relates to.
2. If either or both parties wish to meet regarding the concern a meeting will be organised within 3 working days of the concern being raised. This meeting will be arranged by the person who received the concern. If a meeting cannot be organised within that timeframe because of the circumstances of either party an initial phone conversation will be offered within the 3-day period.
3. Either party is welcome to bring a support person to the meeting and/or ask the schools Wellbeing Officer to attend the meeting.
4. The staff member will endeavour to reach a resolution with the parent/guardian/student/staff member within 7 working days of the concern being raised.
5. The staff member will then email the parent/guardian, student or staff member to confirm the matter has been resolved to both parties satisfaction.

If after consultation with your class teacher/guardian the matter remains unresolved please refer your question/complaint to the relevant Co-Ordinator.

1. The preferred method for referring to the appropriate Co-Ordinator is via email to:
  - Preschool Co-Ordinator – Gill William-Smith: [williamsmithg@noosasteiner.qld.edu.au](mailto:williamsmithg@noosasteiner.qld.edu.au)
  - Primary School Co-Ordinator – Heather Bell: [bellh@noosasteiner.qld.edu.au](mailto:bellh@noosasteiner.qld.edu.au)
  - High School Co-Ordinator – Mark Piper: [piper@noosasteiner.qld.edu.au](mailto:piper@noosasteiner.qld.edu.au)
2. Once received the Co-Ordinator will email the Policy Co-Ordinator in Administration - [executiveassistant@noosasteiner.qld.edu.au](mailto:executiveassistant@noosasteiner.qld.edu.au) for the complaint to be entered on the NPSS Complaints Register.
3. The Co-Ordinator will contact the complainant within 3 working days of the complaint being received to organise a phone call or meeting.
4. Either party is welcome to bring a support person to the meeting and the Co-Ordinator will invite the Wellbeing Officer to attend the meeting.
5. If the complaint requires investigation, deliberation or action by the Co-Ordinator, progress reports will be offered at appropriate intervals to be agreed upon by both parties.
6. The Co-Ordinator will endeavour to reach a resolution with the complainant within 7 working days of receipt of the complaint.
7. The Co-Ordinator will advise the Policy Co-Ordinator of the result for recording purposes.
8. The Co-Ordinator will then email the complainant to confirm the matter has been resolved to both parties satisfaction.

If the matter remains unresolved after referral to the Co-Ordinator, please make an appointment with the Principal through the school office and provide a background report in writing via email to [principal@noosasteiner.qld.edu.au](mailto:principal@noosasteiner.qld.edu.au).

1. Once a background report is received by the Principal a phone call and/or meeting will be organised within 7 days of receiving the complaint.
2. Either party is welcome to bring a support person to the meeting and the Principal will invite the Wellbeing Officer to attend the meeting.
3. If the complaint requires investigation, deliberation or action by the Principal, progress reports will be offered at appropriate intervals to be agreed upon by both parties.
4. The Principal will endeavour to reach a resolution with the complainant within 10 working days of receipt of the complaint.
5. The Board will be advised of any complaints that remain unresolved after 28 days of receipt by the Principal.
6. The Principal will advise the Policy Co-Ordinator of the result for recording purposes.
7. The Principal will then email the complainant to confirm the matter has been resolved to both parties satisfaction.

When a complaint is received in writing by the Board it will be considered at the next scheduled Board meeting.

1. The complainant will receive acknowledgement of their correspondence and be advised the date of the next Board meeting in this correspondence.
2. A progress report or final advice will be advised within 5 days of the Board meeting at which the matter is discussed. If the matter is not resolved at this point the complainant will be advised and further progress reports provided.
3. The final advice in writing will include:
  - a. The issue raised
  - b. How the issues were considered
  - c. The people who were consulted
  - d. The action that has been taken or is to be taken

To achieve an effective resolution for all parties, when making a complaint, you should ensure you:

- provide complete and factual information in a timely manner
- deliver your complaint in a calm, appropriate and reasoned manner
- avoid using deliberately false or misleading information

If a resolution cannot be reached the complaint will be passed to the Queensland Ombudsman to be resolved.

You should be aware that if you are making a complaint about a staff member, in most instances, the staff member will be told of the complaint and offered the right of reply. You also have the right to have a support person participate throughout the process.

If your query is regarding policies, procedures or school structure, please refer to the Communication Pathways for Parents (see Appendix).

#### **Issues Outside of this Procedure**

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

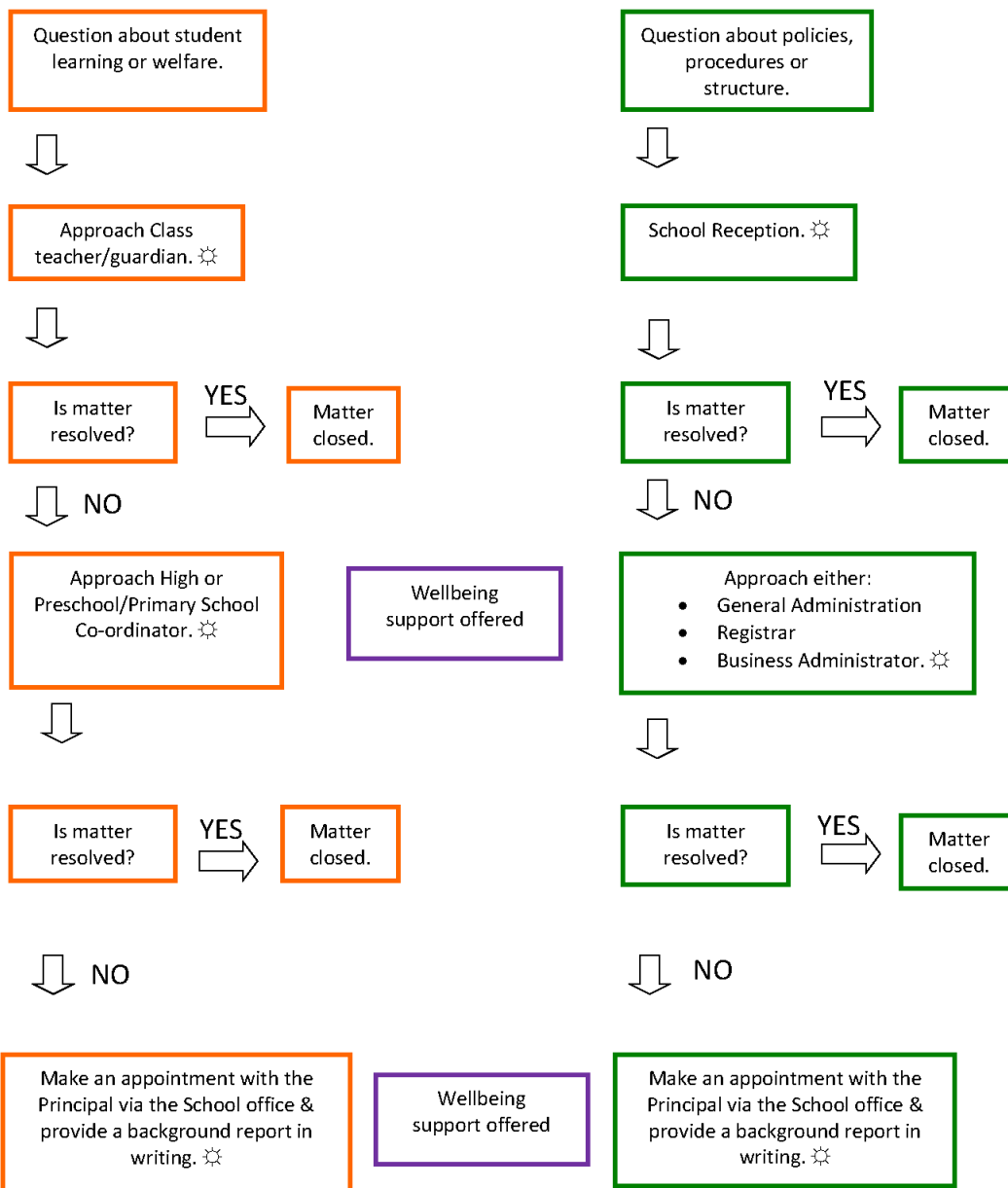
- Child protection concerns or risks of harm to children should be dealt with in accordance with the law and the school's Child Protection Policy.
- Student bullying complaints should be dealt with under the Student Code of Conduct Policy.
- Student discipline matters, including matters involving suspension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

#### **APPENDICES**

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

## Noosa Pengari Steiner School Communication Pathways For Parents

What is the nature of your question?



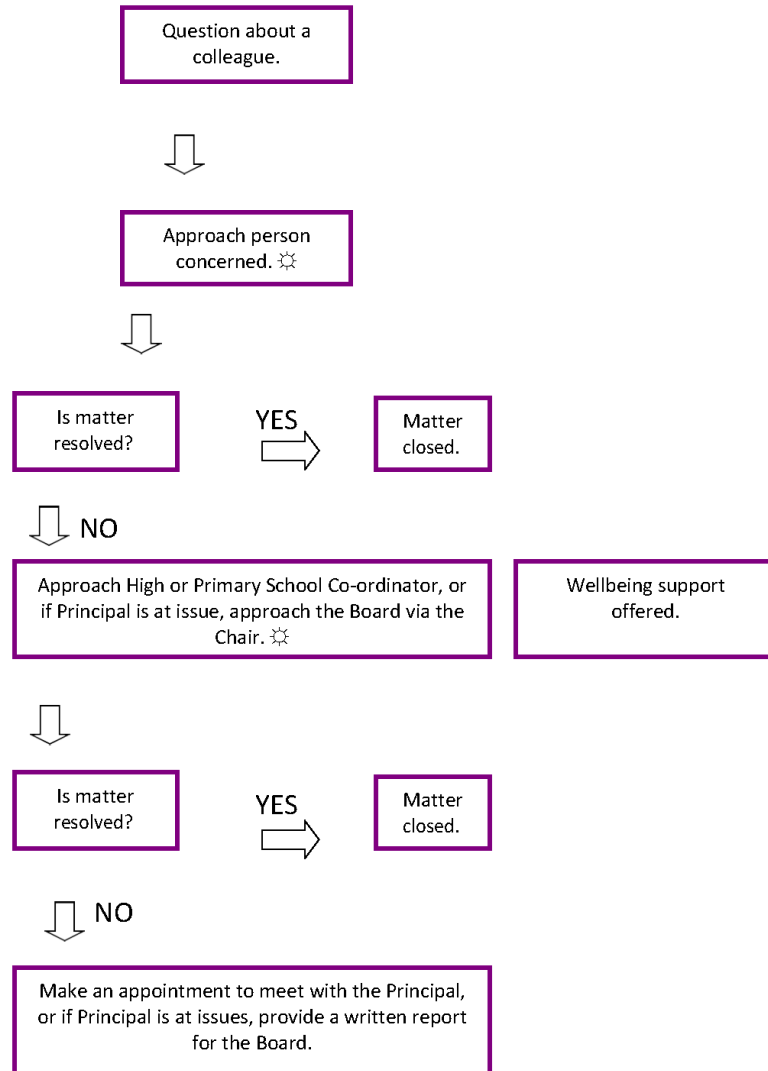
If issues are unresolved at the end of this process, they can progress to the School Board.

☀ Feel free to bring a support person.

Updated August 2022

## Noosa Pengari Steiner School Communication Pathways For Staff

What is the nature of your question?

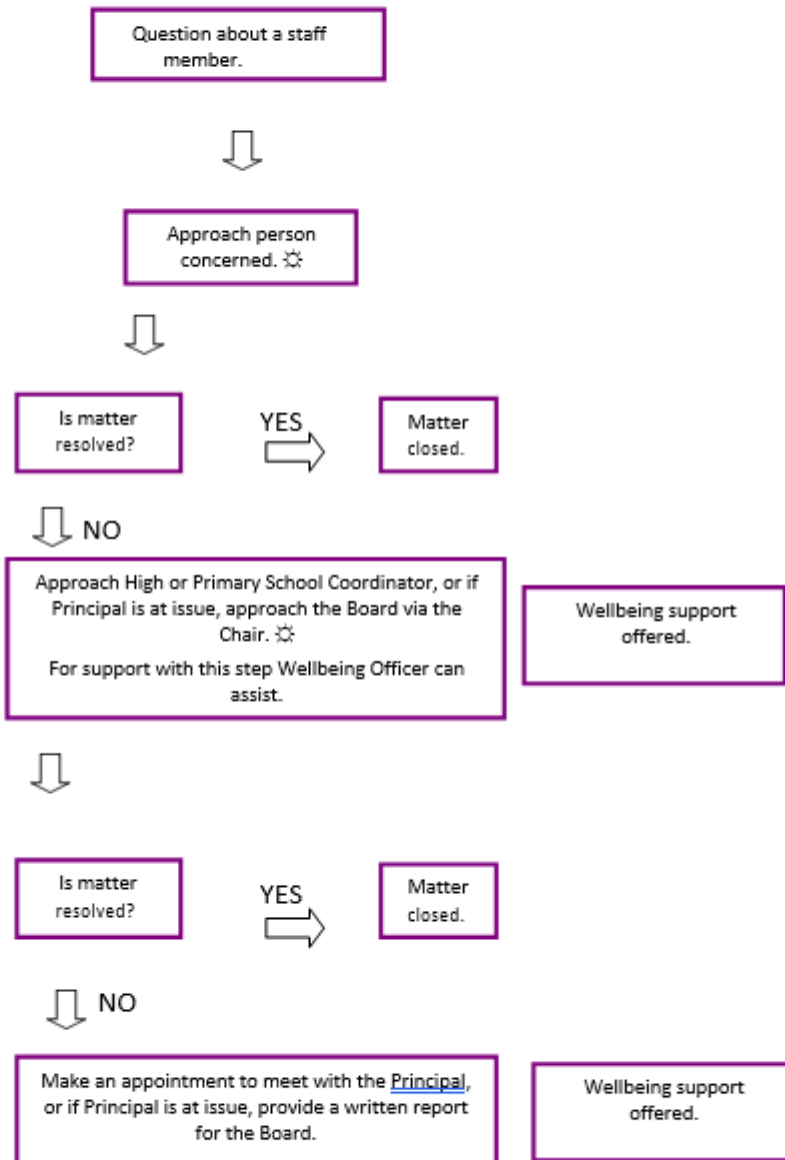


☀ Feel free to bring a support person

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2022

# Noosa Pengari Steiner School Communication Pathways for Students

What is the nature of your question?



☼ Feel free to bring a support person

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