

<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 2024
<b>Review Date:</b>	Every 2 years	<b>Next Review Date:</b> April 2026

### 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 as described in our Family Statement (see Appendix 4) 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.

### 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.

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.

During any complaints process, we ask all parties to treat each other with dignity and respect in line with the NPSS Community Code of Conduct.

### 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 – Claire Rewa: [rewac@noosasteiner.qld.edu.au](mailto:rewac@noosasteiner.qld.edu.au)
  - High School Co-Ordinator – Mark Piper: [piperperm@noosasteiner.qld.edu.au](mailto:piperperm@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.

As per our Communication Pathway for Staff (Appendix 2) 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.

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

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:

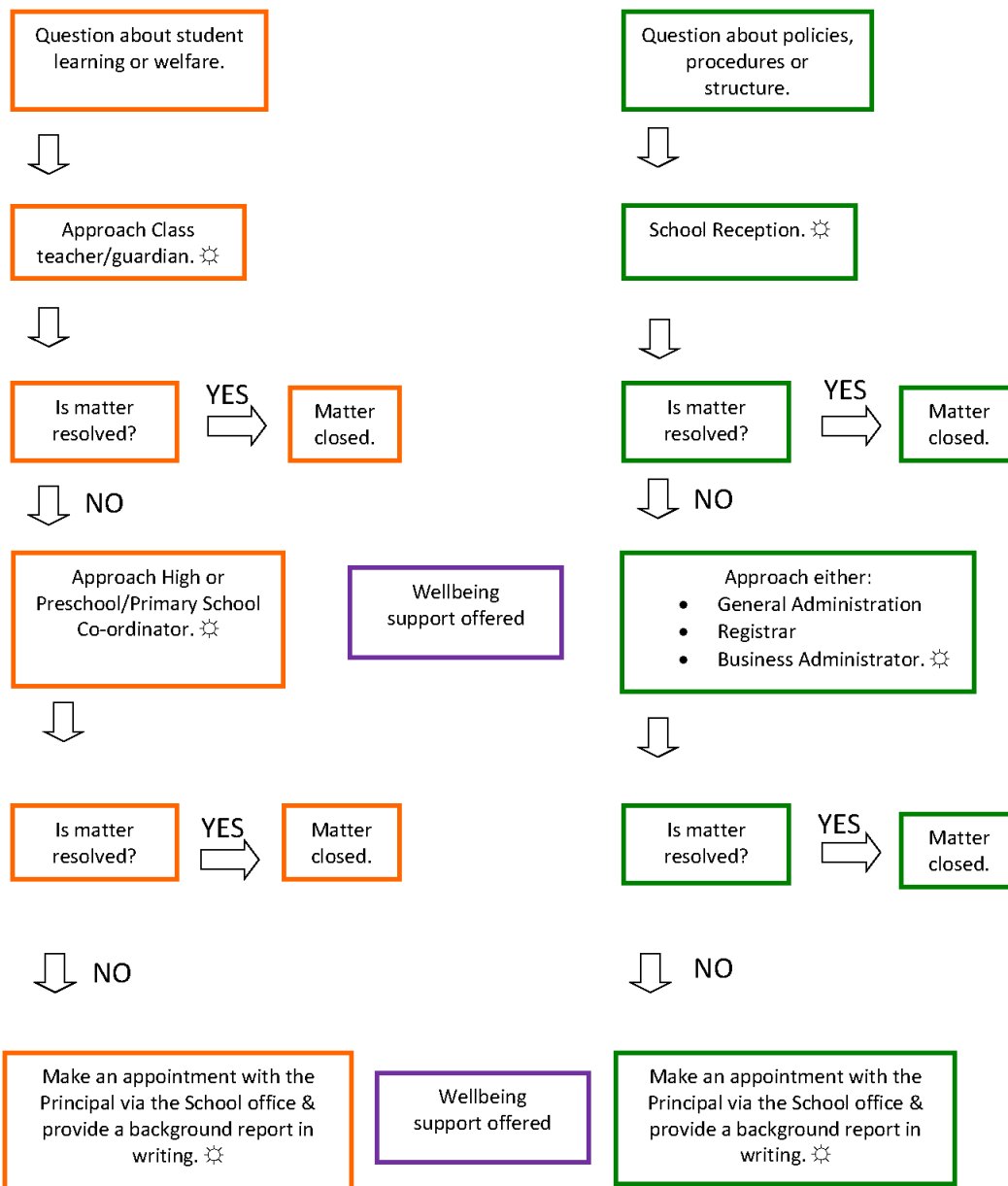
- Child protection concerns or risks of harm to children should be dealt with in accordance with the law and the school's Child Protection Policy.
- Student bullying complaints should be dealt with under the Student Code of Conduct Policy.
- Student discipline matters, including matters involving suspension 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
3. NPSS COMMUNICATION PATHWAYS FOR STUDENTS
4. NPSS FAMILY STATEMENT AND VALUES

## Noosa Pengari Steiner School Communication Pathways For Parents

What is the nature of your question?



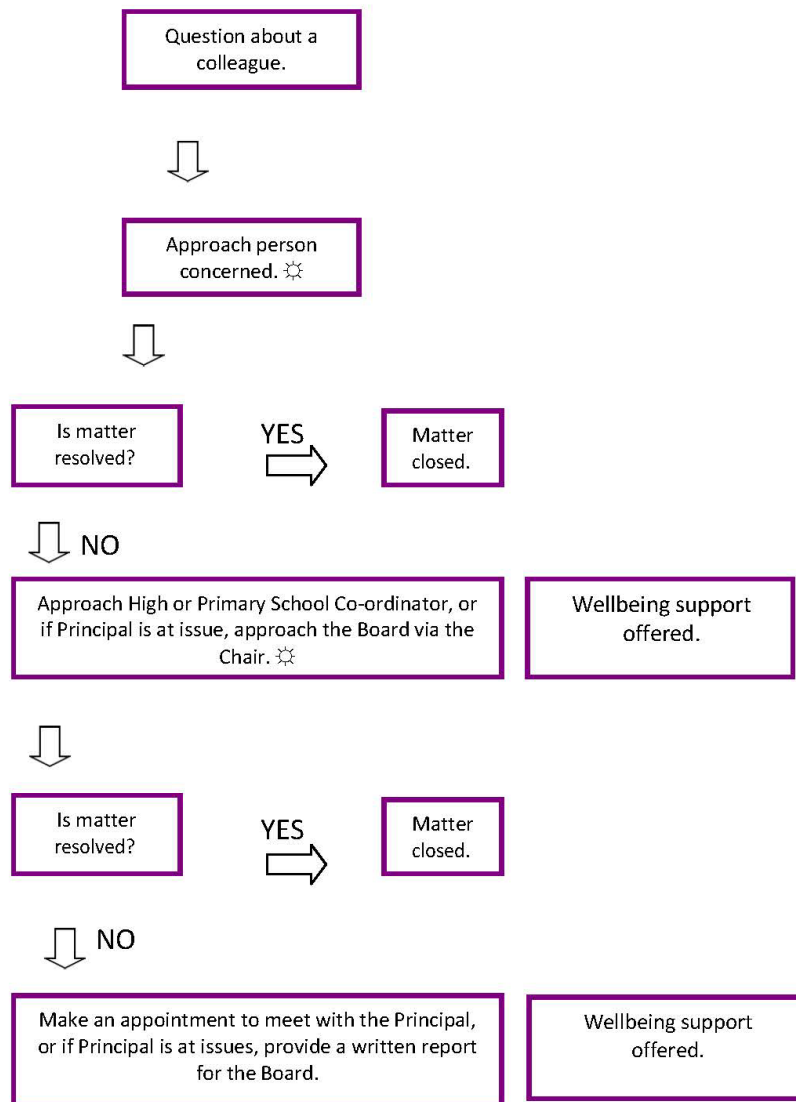
If issues are unresolved at the end of this process, they can progress to the School Board.

☀ 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?

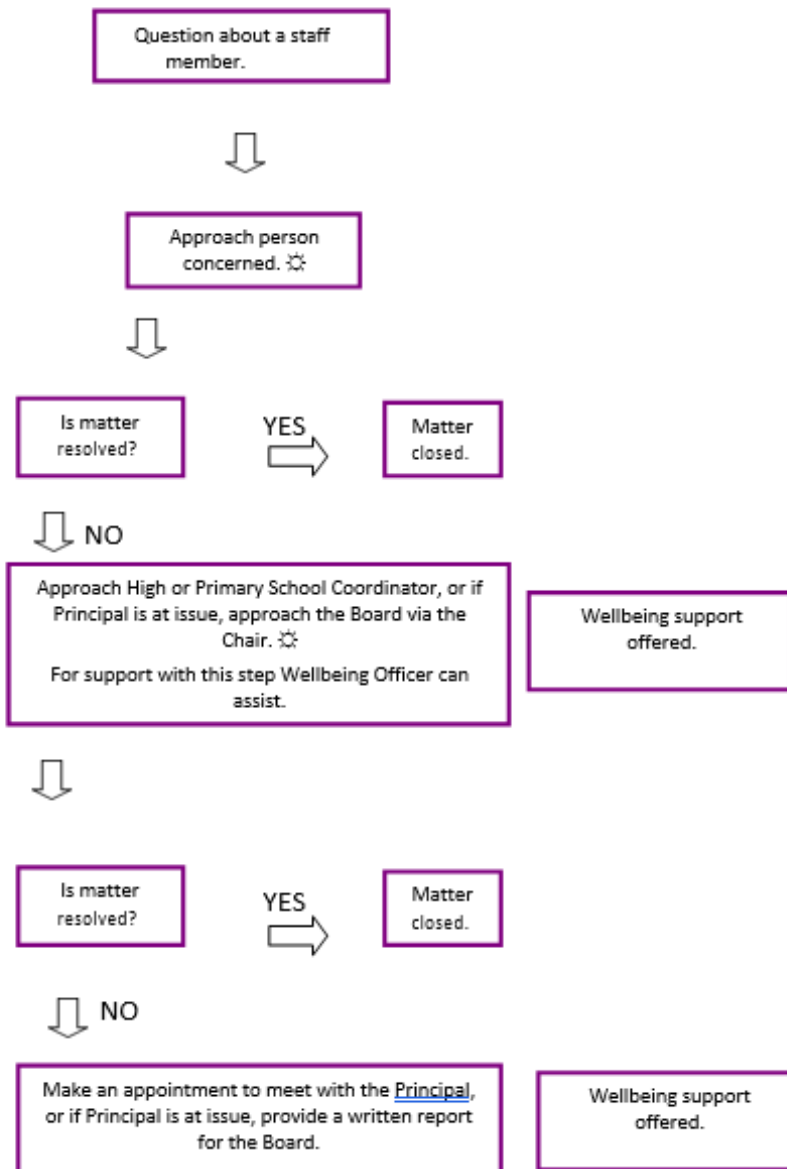


☀ Feel free to bring a support person

Updated August  
2022

# 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

## Family Statement and Values

At Noosa Pengari Steiner School, we:

1. Recognise that the family members are the child's first care givers and teachers; and we as Steiner teachers join you in partnership in this task.
2. Value the nurturing lifelong love and care you provide for your child and the immense task this really is.
3. Welcome you to our school and invites you to share in your child's journey here as a part of our community.
4. Are interested in all the unique gifts your family brings to your child and the ethics, family background and collective wisdom of your culture.
5. Appreciate that you as parents are your child's advocates and know them deeply; their needs and interests and subtle unique qualities are elements about which we wish to learn.
6. Are honoured that you have placed trust in us and our wish to give your child the support and care they need, through an education based on Rudolf Steiner's picture of child development. And, we wish to share your insights into how this can best be done.
7. Seek to establish open, warm and respectful communication and begin a joyful journey together. In which we will also share our program and your child's learning journey here.

At Noosa Pengari Steiner School, we **value**:

- Respectful and trusting relationships.
- All children being held in a healthy, safe and inclusive space, regardless of difference or ability.
- Future social renewal arising from of our work together.
- Rudolf Steiner's picture of human development, and the gifts that the children bring to our world.
- The natural world – in the school and beyond - and custodianship of the land.
- Open, respectful, and warm communication - and the courage to engage in these conversations.
- Teachers and Parents working collaboratively in the best interests of the child.
- Teachers as leaders.
- Personal development as professional development.
- Boundaries, personal responsibility and free thinking.
- A community that is culturally and socially responsible – that understands and respects the Anthroposophical foundations of the school.
- Working out of gratitude, kindness, love, creativity, and truth.