

# FIRBANK GRAMMAR SCHOOL

## Complaint Resolution Policy

---

### **Purpose**

Firbank Grammar School recognises the importance of fostering positive relationships with parents and families and developing strong school community partnerships. However, it also recognises that in all partnerships there will be times when there are disagreements and issues of concern that will need to be resolved.

Firbank is committed to resolving complaints fairly, efficiently, promptly and in accordance with relevant legislation.

### **Application**

This policy provides the framework by which complaints from parents, students, members of the School community and external stakeholders will be dealt with.

*Note: Separate policies apply to instances relating to employee workplace grievances, privacy and the protection of students and staff and does not apply to matters where there are existing rights and processes for review and appeal, such as matters relating to serious employee misconduct, student critical incidents and criminal activities.*

### **Expectations**

Firbank expects the person raising the concern or complaint to;

- Do so promptly, as soon as possible after the issue occurs
- Provide complete and factual information
- Maintain respect and privacy and confidentiality of all parties
- Act in good faith and in a calm and courteous manner
- Acknowledge the common goal is to achieve an outcome acceptable to all parties recognise that all parties have rights and responsibilities which must be balanced.

### **Raising the Concern or Complaint**

In the first instance a concern or complaint should be made directly to the school. The complainant should telephone, visit or write to or email;

- The student's teacher or tutor about learning issues and incidents that happen in their class or group
- The Head of Year if students from several classes are involved (This should be the Wellbeing Leader not Head of Year)
- The Head of Campus or Deputy Head about issues relating to staff members or complex student issues
- The Principal about issue relating to school policy, school management, staff members or very complex student issues
- If a complainant is unsure who to contact in the first instance, contact the Head of Campus or Deputy Head.

# FIRBANK GRAMMAR SCHOOL

## Complaint Resolution Policy

---

- Often a complaint will be resolved informally on the first point of contact. Discuss the complaint with the class teacher or tutor and together, attempt to resolve the issue. If unsuccessful, contact the Head of Campus or Principal. The Principal may refer some complaints to a delegate such as the Deputy Principal, Head of Year or Chief Commercial Officer.

### **Complaint Resolution**

Depending on the nature of the concern or complaint a formal process may be adopted.

If a formal complaint is made, it should be directed in writing to the Head of Campus or Principal. The nature of the complaint should be detailed together with any steps taken to resolve the complaint. The complaint will be investigated, documented and outcomes will be discussed and communicated to the parties involved taking into account their privacy and confidentiality.

All formal complaints received will be noted and acted on promptly by the staff member who receives the complaint. The School will acknowledge the complaint and provide a timeline for investigation. The School will make every effort to resolve a concern or complaint as quickly as possible however, if a complaint involves many students and a range of issues, the School may need more time to investigate and resolve it.

The complaint resolution procedure includes;

1. Receiving and clarifying the complaint
2. Deciding how to handle the complaint
3. Finding out about the complaint
4. Making a decision about the complaint
5. Review

It is expected that a formal complaint will be resolved when the complainant and the School agree on an appropriate response or remedy. A complaint may be dismissed if after it has been investigated and the investigation has determined that the complaint cannot be substantiated.

It may not always be possible to fully resolve all complaints to the complainant's satisfaction. This could happen if the complainant has unrealistic expectations about the outcome of their complaint or if the Schools' policies and procedures are contrary to their views.

### **Unreasonable Complainant Conduct**

Unreasonable complainant conduct is behaviour that:

- is vexatious (a complaint brought without merit, often to cause annoyance to another person)
- is oriented towards conflict
- is clearly and significantly outside the expectation of confidentiality, co-operation, courtesy and respect

## FIRBANK GRAMMAR SCHOOL

### Complaint Resolution Policy

---

- Calls for staff resources and time unjustified by the nature or significance of the complaint

#### **Review of a Decision**

A request for a decision to be reviewed should be made in writing to the Principal's Office. Upon receipt of the request, the Principal will determine the most appropriate way to review the decision. Once the review is complete, the Principal's decision will be communicated in accordance with privacy and confidentiality principles.