

**Rationale**

Feedback [both positive and negative] from parents is normal and should be encouraged.

**Scope of this Policy**

This policy guides parents/caregivers of Investigator College about how to provide feedback to the College including the process to resolve a conflict or lodge a concern/grievance. The process is applicable to all members of the College community.

**Purpose**

This policy is written to:

- ensure feedback is communicated to the appropriate individuals within the College
- state the College's beliefs about how to progress any unresolved problem or grievance
- provide an agreed procedure for parents/caregivers

The College identifies the following values as underpinning any process for handling concerns and complaints:

- Fairness
- Equity
- Justice
- Ability to listen
- Willingness to learn – teachable
- Trust and wisdom
- Confidence in the structures and management
- Seeking improvement
- Partnership with parents
- Positive opportunities arising from criticism
- Personal growth comes from seeing what can be done better from the 'customers' point of view

Therefore the following guiding principles apply:

1. Parents and community members are entitled to lodge a bona fide complaint with the College. This means that complaints should be lodged in good faith and without frivolous, malicious or vexatious intent.
2. Every reasonable effort will be made by the College and its representatives to ensure that a parent who lodges a complaint or anyone dealing with or involved in the complaint will not be treated unfairly, victimised, coerced or intimidated.
3. Communication and resolution processes should always be based on the parties acting in good faith, exercising good judgement, being honest and open, and focusing on the issue and not the person[s].
4. Each complaint is to be dealt with on its particular circumstances and merits and any settlements reached or determinations made through the resolution process will not necessarily constitute a binding precedent for future or similar cases.
5. In responding to a complaint, informally or formally, every reasonable effort shall be made to ensure that natural justice and procedural fairness are afforded to all parties. This means, in practical terms, that:
  - a. All parties are entitled to be treated with respect and to be heard.
  - b. All parties should participate fully in the resolution process to achieve an outcome that is realistic and reasonable.

- c. A person who is the subject of complaint should be informed of the substance thereof and given a full opportunity to present their perspective.
- d. All parties have a right to seek advice and support.
- e. Investigations and proceedings must be conducted fairly, thoroughly and without bias or undue delay.
- f. Parties should provide all relevant, material, complete and factual information documents or other evidence relating to the complaint.

**College's Position and Beliefs**

When a group of people share significant time together it is inevitable that, from time to time, problems will arise. When a student or parent cannot work their way to solve a problem, this may have an adverse effect on the student and may lead to conflict in relationships and/or learning. A grievance may arise when the different points of view surrounding the conflict do not appear to be listened to or taken seriously.

*It should be remembered that neither the Minister for Education nor the Department of Education and Child Development has any power to directly intervene in any complaints relating to the operation of a non-government school.*

**Grievance Procedure**

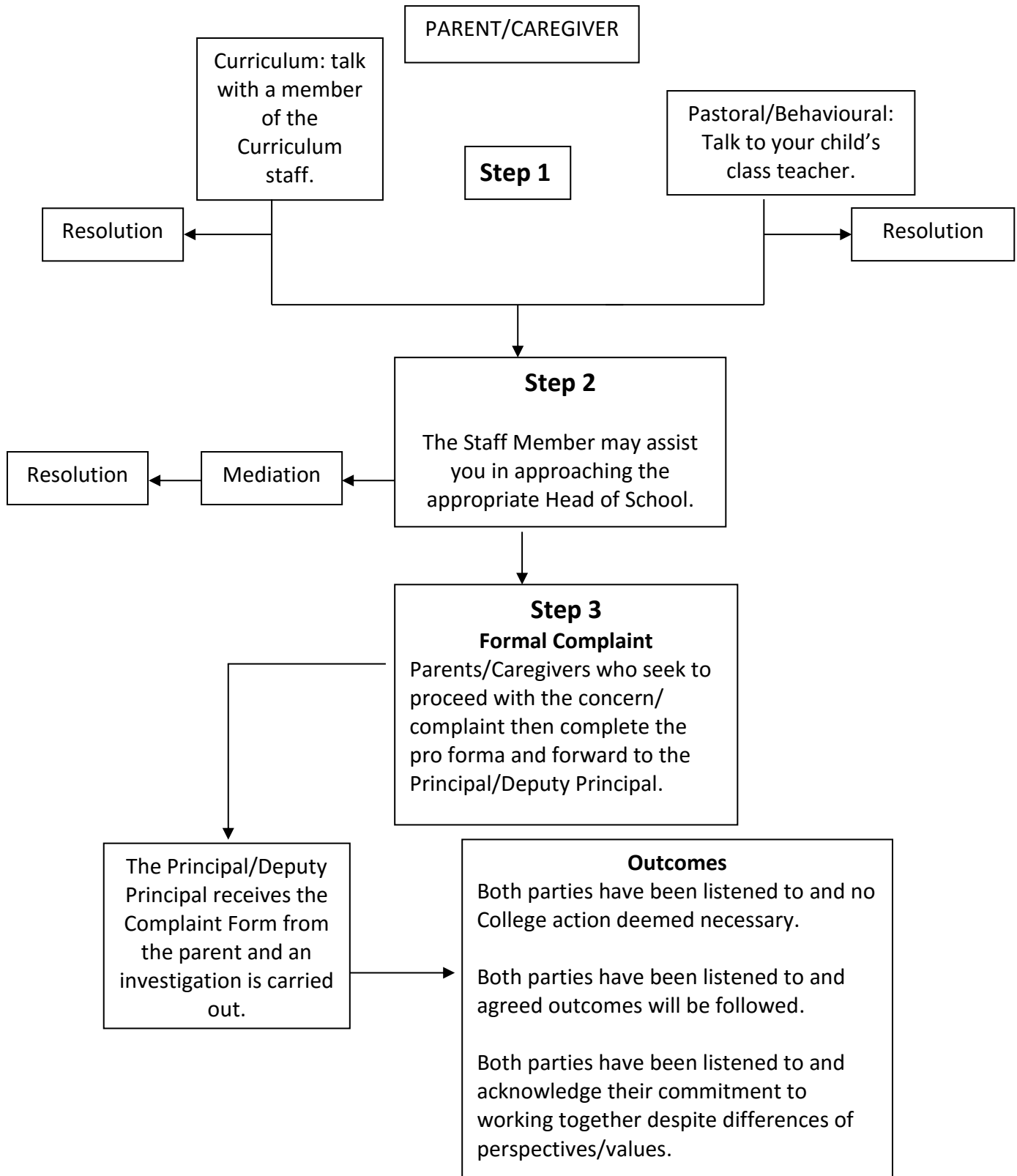
- Parents/Caregivers should, in the first instance, raise the issue with the teacher concerned.
- Where a complaint or issue is regarding a matter of curriculum, the appropriate Head of Faculty (Years 7-12) or Learning Band Leader (Years R-6), or the Director of Teaching and Learning should be contacted.
- Following this discussion [and where a useful/satisfactory outcome is not determined], the parent/caregiver should raise the issue with the appropriate Head of School. The Heads of School may request that the concern be put in writing.
- Should a satisfactory resolution not result, the parent/caregiver should make a Formal Complaint in writing [suggested pro forma attached] and make an appointment to meet with the Principal and/or Deputy Principal.

**Confidentiality**

The College will treat your complaint with respect and sensitivity. You should not assume, however, that your communications with us or any documents you may supply to us will be kept confidential. Although we endeavour to deal with complaints with appropriate discretion, the College reserves the right to disclose details of the matter to other persons who, in our opinion, need to know them in order to facilitate the resolution of the complaint.

Grievance Flow Chart

What an Investigator College parent can do if they have a problem with the College or a teacher





Parent Formal Concern/Complaint Form

1. Your details

Family Name.....  
 Given Name(s).....  
 Address.....  
 Phone number.....(home).....(mobile).....  
 Email address.....

2. Have you discussed your matter with a Head of School?

Yes [ ] No [ ]  
 If yes, when? .....Who dealt with the matter? .....  
 What was the result? .....

3. Please give details of the concern/complaint and the outcome you are seeking.

(You may wish to attach further documentation)

Issue and context:

Outcome you are seeking:

Date ..... Signature .....

**This completed form is to be directed to the Principal/Deputy Principal**

**Privacy Note:** The information on this form will be used by the College to follow up your complaint. The information may be provided by Investigator College to the Police for law enforcement purposes. The provision of this information is voluntary. It will be stored securely. You may correct any personal information at any time by contacting the person to whom you submit this form.