

COMPLAINTS MANAGEMENT POLICY AND PROCEDURES

COMPLAINTS MANAGEMENT POLICY

The purpose of this policy is to provide an accessible, fair, transparent and efficient mechanism for addressing complaints by students, parents, staff, volunteers, visitors and members of the Matthew

This policy supports the rights of all children and young people, and is consistent with the Matthew Flinders Anglican College Statement of Commitment which reflects the College's responsibility for the safety, wellbeing and protection of its students.

The College consistently seeks to provide a safe and supportive living and learning environment for students, with staff, volunteers and visitors modelling and encouraging behaviours that uphold dignity, safety and wellbeing.

The College will respond to all complaints in a timely and comprehensive manner. The College will aim to create mutual understanding through dialogue and complaints management processes which will include clear communication with all parties.

The College will not penalise, discriminate or take action against any person, who in good faith, acting honestly and reasonably, raises concerns or complaints.

This policy and the procedures are based on the following principles:

- Respectful conduct, including seeking to achieve mutual understanding through dialogue.
- Accessibility, including the ability for any individual to make a complaint absent of penalty or discrimination.
- Procedural fairness, including the absence of victimisation, discrimination or retribution of any party.
- Clear and transparent communication including the accessibility of the Policy and the Procedures generally, and the provision of information to all parties about processes and outcomes associated with a complaint.

All complaints are to be responded to in a timely and transparent manner and managed in accordance with the complaints management processes outlined in the procedures. This includes ensuring:

- Reporting as required by legislation;
- All information disclosed or recorded as part of a complaints management process must be managed in accordance with privacy legislation and principles; and
- Learnings from complaints processes form part of the College's quality improvement planning.

The objectives of this policy are to:

- Provide students, parent(s), guardian(s) and/or College staff with the opportunity to access procedures to facilitate the making of and resolution of a dispute or complaint, including the process and circumstances for escalating through the College's complaints process.
- Make provision for an adequate records system to maintain all complaints ~~and~~

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Stage 2 – Make a complaint to the Princip

Appropriate support should be offered to all parties involved in a complaint management

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Complaint

A complaint, for the purpose of this Policy and Procedures, is a report of a grievance, pi o oo

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