



RAVENSWOOD SCHOOL FOR GIRLS PROCEDURE

Procedure Subject: Complaints Handling Procedure

Contact Officer

Deputy Principal – Boarding, Wellbeing and Development

1. Introduction

1.1 Purpose and Scope

This procedure applies to the School in handling complaints made in respect of services provided by the School or against staff members, which includes employees, contractors and volunteers. The procedure is intended to ensure that complaints are handled fairly, efficiently and effectively.

All references to the School include the School's Residential College.

A complaint may be made by a student, parent/carer or community member.

1.2 Related Policies

Complaints about reportable conduct will be addressed in accordance with the School's Child Protection Policy.

Privacy Complaints are addressed in the Privacy Complaints Procedure.

Complaints regarding a grievance between staff members about work matters, including work relationships and decisions made by other staff members which impact on their work, are addressed in accordance with the School's Staff Grievance Procedure.

Complaints regarding incidences of bullying between students are addressed in the Bullying Prevention and Intervention Policy and Procedure.

Unlawful discrimination, harassment or bullying complaints relating to staff are addressed in accordance with the School's Discrimination, Harassment and Bullying Policy.

Complaints made by Overseas Students are addressed by the Overseas Students – Complaints and Appeals Policy.

1.3 Confidentiality

All parties involved in complaints handling are required to maintain confidentiality, including in relation to handling and storing records.

2. Complaints

A complaint is an expression of dissatisfaction made to the School about an educational and/or operational matter in respect of services provided by the School or against staff members, which includes employees, contractors and volunteers, including misconduct.

In accordance with section 1.2 of these procedures, a complaint that concerns the behaviour of a staff member which may constitute reportable conduct will be addressed in accordance with the Child Protection Policy. Please refer to the Child Protection Policy for information about reportable conduct.



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3. Raising a Complaint

With informal complaints or less serious concerns the complainant is encouraged to make an attempt to resolve the situation by raising the complaint directly with the person involved.

If the complainant does not feel comfortable to raise the complaint with the person involved then the complaint can be raised with the staff member responsible for the area of concern as set out in the table below. The complaint may be raised verbally or in writing.

Concern	Staff Member Responsible
Junior School Students – Academic, Behaviour & Wellbeing	Class Teacher
Senior School Students – Academic, Behaviour & Wellbeing	Year Coordinator
Sport	Director of Sport
Performing Arts	Director of Performing Arts
Co-Curricular	Director of Music Curriculum and Cocurricular
Financial Matters	Finance Manager
Child Protection	Principal (NB: Allegations of “reportable conduct” must be reported immediately to the Principal. Such a matter can only be investigated at the direction of the Principal). Please refer to the Child Protection Policy.
Work Health and Safety	Risk & Compliance Coordinator
Subject Selection	Head of Learning Innovation / IB Coordinator
Boarding Matters	Deputy Principal – Boarding, Wellbeing and Development
Cadets	Ravenswood Cadet Liaison Officer
Serious Complaints	Deputy Principal – Boarding, Wellbeing and Development

3.2 The School

The staff member responsible for responding to the complaint will acknowledge receipt of the complaint either verbally or in writing as soon as possible.

3.3 Serious Complaints

All serious matters will be dealt with by the Principal, Deputy Principal – Boarding, Wellbeing and Development or other members of the Senior Leadership Team delegated by the Principal.



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As a guide, the following matters are deemed to be serious:
Complaints, Grievances, Allegations that relate to:

- Child Protection Matters (refer to Child Protection Policy)
Potential Criminal Acts
- Possession, use or distribution of illegal drugs, prohibited weapons
- Significant breach to staff or student Code of Conduct
- Breach of legislation (e.g. WHS, Privacy, Anti-Discrimination, Education and Care Services)

4. Handling Complaints

4.1 Assessing a complaint

The staff member responsible for handling the complaint will determine the most appropriate method to assess the complaint, which may include:

- a) requesting further information from the complainant;
- b) requesting information from other staff members or third parties;
- c) meeting with the complainant or others involved in the matter;
- d) reviewing and responding to the complaint or arranging for an appropriate person to review and respond to the complaint; or
- e) if appropriate, facilitating a meeting between the complainant and the staff member that the complaint is about.

The Principal, Deputy Principal – Boarding, Wellbeing and Development or other delegated member of the Senior Leadership Team managing a serious complaint will determine:

- whether the complaint is one to be addressed by this policy or is a staff grievance, reportable conduct matter, an overseas student complaint, a privacy complaint or alleged bullying incident which are dealt with by the relevant policies, see section 1.2; and
- the priority of the complaint in accordance with the urgency and/or seriousness raised.

4.2 Managing a complaint

The staff member responsible for managing the complaint will generally manage the complaint by:

- a) advising the complainant of the likely steps that will be undertaken by the School in relation to the complaint;
- b) if appropriate, advising the relevant parties of the complaint at the relevant time and providing them with an opportunity to respond;



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- c) collecting any additional information the School considers necessary to assess the complaint;
- d) making a decision about how the complaint will be resolved; and
- e) advising the complainant and the relevant parties of the resolution decision and if appropriate, any proposed action to be taken.

There may be circumstances where some of the steps outlined above are not appropriate and the School will determine, in its absolute discretion, on a case by case basis the most appropriate method of handling the complaint.

A complainant and the relevant parties that the complaint is about may choose to have an appropriate support person present at any meeting about the complaint. However, depending on the nature of the complaint it may not be appropriate for the support person to be another staff member.

4.3 Reviewing a complaint

The complainant may escalate the complaint to the next level of management if either party is not happy with the resolution decision.

The staff member managing the complaint may escalate the complaint to the next level of management if assistance is needed in managing the complaint.

5. Contact

If you have any queries about this procedure, you should contact the Deputy Principal – Boarding, Wellbeing and Development for advice.

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