

## **COMMENTS AND COMPLAINTS POLICY FOR MEMBERS OF COLLEGE COMMUNITY, STAKEHOLDERS AND ANY OTHER INTERESTED PARTIES**

### **Purpose**

All Saints' College recognises that, from time to time, real or perceived issues of concern may arise in any community, and the College therefore welcomes suggestions, comments and complaints from members of the College community, stakeholders, and all other interested parties. As part of our commitment to continuous improvement, this policy aims to provide an avenue in which to bring concerns, comments, or complaints to the College's notice to enable the matters to be appropriately addressed.

### **Scope**

This process applies to all persons (including volunteers) who wish to bring concerns, comments or complaints to the College's notice (excluding employees of the College, who have an internal process to follow).

### **Defining a complaint**

A complaint can relate to anything associated with the College (its employees, students, infrastructure, grounds, processes or all acts or omissions that are believed to be unlawful, unfair, or contrary to existing policy). There are several avenues that can be taken to address a concern or resolve a complaint, depending upon the nature of the matter.

### **How should I complain?**

You can contact the College by email, telephone, or make an appointment to meet with a staff member in person. Our staff will be happy to help.

### **I don't want to complain as such, but there is something bothering me**

In the case of a parent of a student, the College is here for you and your child, and we want to hear your views and your ideas. In this regard, parent surveys (held every year) are another avenue in which to raise issues. In any other case, the College welcomes feedback from the College community and other interested parties.

### **What will happen next?**

If you raise the issue in person, or by telephone, it may be possible to resolve the matter immediately and to your satisfaction. If you make a complaint, suggestion or comment in writing, we will contact you within two (2) working days. If it is a straightforward matter, we may be in a position to respond to the issue when we first contact you. However, if the issue requires a more detailed response, we will contact you and explain how we propose to proceed, and the estimated timeline of our response, as the staff member may need to speak with colleagues and undertaking further enquiries. You will be informed of the outcome of your complaint on, or before, the nominated date.

### **Is the process confidential?**

Your complaint or concern will be treated in a confidential manner. We cannot entirely rule out the need to make third parties (internal or external) aware of the complaint and possibly also the identity of those involved. This would only be likely to happen where, for example, a child's safety was at risk or it became necessary to refer matters to the Police or other external authority. If information is passed to a third party, you will be informed, unless this is prevented by legal obligation.

The College recognises and acknowledges your entitlement to complain and we hope to work with you in the best interests of the children and young people in our care. The following information is therefore provided to assist you identify the most appropriate member of staff to contact.

### **Comments or complaints about financial matters, grounds or infrastructure**

All comments or complaints associated with the College's financial matters (inclusive of fees and charges), grounds, or any of the College's infrastructure can be directed to the Director of Business and Administration, Ms Melanie Mason, who can be contacted by email [Melanie.Mason@allsaints.wa.edu.au](mailto:Melanie.Mason@allsaints.wa.edu.au) or via Senior School Reception on 9313 9333.

In the event that the matter is not resolved to your satisfaction, you may refer the matter to the Principal, as per Option 4 of this policy.

### **Comments or complaints about students**

All comments or complaints associated with the conduct of any ASC student can be directed to the College's Director of Student Wellbeing, Mr Tim Russell, who can be contacted by email [Timothy.Russell@allsaints.wa.edu.au](mailto:Timothy.Russell@allsaints.wa.edu.au) or via Senior School Reception on 9313 9333. The Director may either manage the matter himself or, depending on the circumstances, delegate the matter to the respective Head of House or Year Coordinator.

In the event that the matter is not resolved to your satisfaction, you may refer the matter to the Principal, as per Option 4 of this policy.

### **Comments or complaints about curriculum**

All comments or complaints associated with the College's curriculum can be directed to the College's Director *Djoowak*: The Beyond Boundaries Institute, Ms Esther Hill, who can be contacted by email [Esther.Hill@allsaints.wa.edu.au](mailto:Esther.Hill@allsaints.wa.edu.au) or via Senior School Reception on 9313 9333. The Director may either manage the matter herself or, depending on the circumstances, delegate the matter to the respective Head of Department.

In the event that the matter is not resolved to your satisfaction, you may refer the matter to the Principal, as per Option 4 of this policy.

### **Comments or complaints about Junior School**

All comments or complaints associated with the Junior School can be directed to the College's Director of Junior School, Ms Penelope Crane, who can be contacted by email [Penelope.Crane@allsaints.wa.edu.au](mailto:Penelope.Crane@allsaints.wa.edu.au) or via Junior School Reception on 9313 9334. The Director may either manage the matter herself or, depending on the circumstances, delegate the matter to a member of the Junior School leadership team.

In the event that the matter is not resolved to your satisfaction, you may refer the matter to the Principal, as per Option 4 of this policy.

### **Comments or complaints about College staff**

#### **Option 1: Speak to the person involved**

This is usually the easiest way of resolving an issue, if you feel comfortable speaking to the person directly. It is possible that the person who is the subject of the concern is not aware that their behaviour, actions or decision has caused concern, and by discussing the issue they will not only be made aware of the situation, but will also have the opportunity to address the issues or respond to the concern. Issues can either be discussed on the telephone, via email, or you may request a meeting with the staff member.

Persons wishing to contact a member of staff can either:

- telephone Senior School Reception on 9313 9333 and ask to be transferred to the staff member;
- telephone Junior School Reception on 9313 9334 and ask to be transferred to the staff member;

- send an email to the staff member. Email addresses are comprised of the staff member's given name, surname (with a full stop between the two names), followed by [@allsaints.wa.edu.au](mailto:@allsaints.wa.edu.au); or
- send an email via the 'Contact Us' form, requesting contact from the staff member.

### **Option 2: Speak to the person's supervisor**

If you are not satisfied with the result of Option 1, you may like to speak to the staff member's supervisor. (Alternatively, if the matter concerns the behaviour or performance of a staff member, you may choose to refer the issue to the staff member's supervisor in the first instance.) Our friendly staff at Reception will be able to advise you of the identity of the staff member's supervisor. If the issue is not resolved to your satisfaction, the issue may progress to Option 3.

### **Option 3: Speak to a member of the College's Leadership Team**

If you are not satisfied with the result of Option 2, you may like to speak to a member of the Leadership Team, who may then arrange to meet with you to discuss the matter. Our friendly staff at Reception will be able to advise you of the identity of the appropriate member of the Leadership Team. If the issue is not resolved to your satisfaction, the issue may progress to Option 4.

### **Option 4: Determination by the Principal**

The Principal will review all information that has been gathered to date, and may then meet with you to discuss the matter further. The Principal will then make a decision on the balance of probabilities by assessing all the evidence, and ensuring the principles of natural justice have been adhered to.

### **What if I am not satisfied with the outcome?**

We hope that you will feel satisfied with the outcome, or at least that your concerns have been fully and fairly considered.

If you are not satisfied with the outcome (and the matter has been considered by the Principal), you may request the Principal to refer the matter to the Chair of the College's Board. Alternatively, you may wish to write directly to the Chair of the Board. The Chair will call for a report from the Principal and will examine matters thoroughly before responding to ensure that the complaint has been handled in accordance with the College's policy and procedures. When notified of the outcome of the Chair's review, the opportunity of a meeting with the Chair will be offered if you remain concerned.

### **Contacting the Chair of the Board**

Should you have need to contact the Chair of the Board you can do so by writing to the following address:

The Chair of the Board (private and confidential)  
All Saints' College  
Ewing Avenue  
BULL CREEK 6149

The College will forward the correspondence to the Chair of the Board who will respond as appropriate. Complaints should not be forwarded to the Chair of the Board in the first instance unless the complaint concerns the College's Principal.

### **Other comments or complaints**

Anyone wishing to make a comment or complaint about an issue that has not been described in this policy may wish to utilise the 'Contact Us' facility on our website, and the matter will be forwarded to the most appropriate person for attention.

### Comments and complaint flow chart

