



Tanglin Gippsland

Complaints and Grievances Procedure Policy

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Prepared By	Approved By	Reviewed & Revised	Reviewed By	Next Review
Head of Campus	Tanglin Australia Board – September 2024			September 2026

1 Overview

- 1.1 At Tanglin Gippsland, we pride ourselves on the quality of our teaching, our staff, our residential program and our pastoral care for all students. However, despite the best intentions, there may be occasions when parents feel the need to voice a concern or make a complaint.
- 1.2 An important aspect of campus life is the close partnership we have with parents and other members of the local community. If you think things are not going right for you or your child, please let us know and we will do all we can to resolve it.
- 1.3 Any concern or complaint will be taken and treated seriously and with appropriate courtesy and confidentiality. It is important that complaints are dealt with promptly and in accordance with our policies and procedures. If it is important to you, it is important to us.
- 1.4 Complainants will know how, and to whom, they should make their complaint.
- 1.5 It is Tanglin’s aim that this policy will:
 - Be simple to understand and use
 - Enable efficient and effective action.
 - Deal with problems within established time limits.
 - Ensure the Complaints Procedure is impartial – ensuring a full and fair investigation.
 - Ensure the Complaints Procedure is confidential. Beyond the parties directly involved in responding to or investigating a complaint, all correspondence, statements and records of complaints will be kept confidential, subject to the limitations detailed in Tanglin Gippsland’s Privacy Policy.
 - Encourage the resolution of concerns and complaints rapidly and effectively
 - Safeguard existing high standards, improve quality and uphold the good name of Tanglin Gippsland
 - Promote good practice through speedy, open and transparent resolution of complaints
 - Provide a staged framework that promotes early resolution and prevent unnecessary escalation
 - Secure an unbiased and fair hearing for the complainant(s) and for those named in the complaint

2 Definitions

- 2.1 A *complaint* is an expression of dissatisfaction about the standard of service, actions, or lack of actions, by Tanglin Gippsland or our staff, affecting an individual or a group.
- 2.2 The Leadership Team consists of the Tanglin Gippsland Head of Campus, Head of Learning and Head of Pastoral Care.

3 Details

3.1 Concerns and complaints

- 3.1.1 Concerns and complaints usually fall into one of two categories:
 - About teaching and learning, either inside or outside the classroom
 - About specific campus issues but do not directly concern the quality of teaching and learning or student experiences

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- 3.1.2 Concerns and complaints about teaching and learning will normally be dealt with through the Head of Learning.
- 3.1.3 Concerns and complaints dealt with through this process would include for example, concerns regarding campus logistics and catering. Such concerns and complaints, informal or otherwise, would normally be dealt with in the first instance through the Head of Campus. The Head of Campus may delegate the investigation to other senior members of the Team but ultimately, she/he will make the decisions about outcomes of the issue and subsequent action.
- 3.1.4 If you are unsure who to address a particular complaint to, you can seek advice from the Head of Campus.

3.2 Informal Procedures

- 3.2.1 Although, we have a formal complaints procedure, we firmly believe that the great majority of concerns and/or complaints are most effectively and efficiently resolved in an informal manner. The use of the term ‘informal’ does not imply that concerns or complaints resolved through these channels are not dealt with rigorously and taken seriously. It does, however, usually result in a much more rapid resolution of concerns or complaints.
- 3.2.2 If any parent or member of the public has a concern, we would encourage them to resolve it through talking with the staff directly involved. This can be done either by telephone, email or through a meeting involving the key people. In the case of concerns or complaints in respect of issues relating to teaching and learning, this would normally be the class Teacher/Tutor. Complainants who feel uncomfortable about raising concerns or complaints directly with the teacher or tutor involved can approach the Head of Learning.
- 3.2.3 Complaints made directly to a Head of Learning may be referred to the relevant member of staff unless it is deemed appropriate for them to deal with the matter personally.
- 3.2.4 If the complaint involves the Head of Learning, complainants should approach the Head of Campus.
- 3.2.5 Following the resolution of the concern, the relevant staff member will make a note of the complaint and indicate how it has been resolved. Both parties to the complaint must agree that the matter has been satisfactorily resolved.
- 3.2.6 If it does not prove possible to satisfactorily resolve the concern through the ‘informal channels’, please follow the step-by-step stages outlined below in Formal Procedures.

3.3 Formal Procedures

- 3.3.1 If the concern or complaint cannot be satisfactorily resolved informally (see Informal Procedures) then complaints can be formalised. Concerns or complaints regarding teaching and learning would follow the stages set out below. Where the initial complaint was in relation to non-teaching and learning matters and was already made to the Head of Campus, it may be appropriate to proceed to Stage 2 of these procedures.
- 3.3.2 Stage 1
 - 3.3.2.1 Complainants should put their complaint/concern in writing (an email is acceptable) to the Head of Campus. Receipt of the complaint will be acknowledged within three working days. It is important that all elements of the complaint are included with the correspondence. This will enable the complaint to be dealt with more quickly and reduce the need to seek further clarification.
 - 3.3.2.2 The complaint will be responded to, in writing, within 10 working days of receipt of the complaint. Wherever possible the response will include a clear resolution as to whether the

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complaint has been upheld or not and any action that has been taken. Where it is not possible to resolve the complaint one way or the other, the response will indicate this and give an explanation.

3.3.3 Stage 2

3.3.3.1 If, following Stage 1, the complainant remains dissatisfied with the outcome, they may submit a request for the complaint and the manner in which it was dealt with to be reviewed by the Tanglin Australia Board Chair. The complaint will only be referred to the Board Chair as a very last resort, when all else has failed.

3.3.3.2 If, after taking all the steps above, the complainant remains dissatisfied, they can request a review of the complaint by the full Board.

3.3.3.3 This request must be in writing, addressed to the Chair of the Board and sent to:

- By email to Board@tanglingippsland.com.au
- By mail to P.O. Box 93 Rawson, Victoria. 3825

The request must be received within 10 working days of receipt of the decision made by the Head of Campus.

3.3.3.4 If the Head of Campus is the subject of the complaint, it should be addressed to the Chair of the Board. It is recognised that, where a complaint has reached this stage, it is important that it be resolved quickly and the Board members will act as quickly as is practicably possible.

3.3.3.5 The complaint will be acknowledged by the Chair of the Board, normally no later than three working days after receipt. The Chair will nominate a committee of Board members to review the complaint and the manner in which it has been dealt with.

3.3.3.6 The Board’s Complaints Committee will comprise the Chair of the Board and two Board members who have had no prior involvement with the complaint. The Chair will ensure that, where practicably possible, the committee will meet within 10 working days of receipt of the complaint. Following this meeting, and in any event within five working days of it, the committee will inform all parties of the outcome of their investigation. Their decision will be Tanglin Gippsland’s final position under the Complaints Procedure.

3.3.3.7 Concerns or complaints relating to issues regarding breaches of Tanglin Gippsland’s Codes of Conduct and the application of sanctions should be taken up by parents in accordance with these procedures. Appeals against a permanent exclusion order will be considered by the Disciplinary Committee of the Board.

3.4 Timing to deal with complaints

3.4.1 While time limits for dealing with complaints have been established, every effort will be made to deal with them as quickly as possible and within those limits. Where this is not possible, the complainant will be informed and a reason given.

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4 Policy Review

- 4.1 This policy is approved by the Board of Tanglin Australia and will be reviewed at least every two years by Tanglin’s Leadership Team. Leadership Team consists of the Tanglin Gippsland Head of Campus, Head of Learning and Head of Pastoral Care.
- 4.2 Any significant changes to this policy must be approved by the Board.

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