

Compliments, Complaints and Suggestions Policy

“The School’s policies which are made from time to time are made pursuant to the requirements set out in section 47 of the [Education Act 1990 No 8 \(NSW\)](#) and of the NSW Education Standards Authority (NESA) requirements for registration of the school.”

1. PURPOSE

Warakirri College views complaints, compliments, and other constructive feedback as ways of creating opportunities for the College to improve its services and prevent future problems. All complaints are taken seriously, and the College aims to deal with them in a timely and effective manner.

2. SCOPE

This policy applies to all Warakirri staff, students, parents and caregivers and any affiliated members of the College.

This procedure does not extend to personal grievances between parents, guardians or other members of the College community.

This procedure does not extend to complaints which are whistleblowing disclosures or child protection matters. The procedure for processing these complaints are dealt with in those specific policies.

3. DEFINITIONS

Complaint	A grievance, expression of dissatisfaction or formal allegation.
Vexatious complaint	One that is pursued, regardless of its merits, solely to harass, annoy or subdue somebody; or one that is unreasonable, without foundation, frivolous, repetitive, burdensome or unwarranted
Malicious complaint	One that is made with the intention of causing harm

4. REFERENCES

- 4.1. [Ombudsman Act 1974 \(NSW\)](#)
- 4.2. [Anti-Discrimination Act 1977 No 48 \(NSW\)](#)
- 4.3. [Disability Discrimination Act 1992 \(Cth\)](#)
- 4.4. [Disability Standards for Education 2005 \(NSW\)](#)

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5. POLICY

5.1. Making a compliment, suggestion and/or complaint

- 5.1.1. Under the [Ombudsman Act 1974 \(NSW\)](#) students have the right to complain or report any misgivings at any time.
- 5.1.2. There are various categories of complaints that can be made, and these include:
 - anti-discrimination
 - alleged breach of legislation, policy, procedure or contract
 - other suggestions, complaints, or disputes.
- 5.1.3. A compliment, suggestion and/or complaint can be raised by any person who is a user or potential user of Warakirri College services including a student, a parent/carer or other community member. The suggestion or complaint can be about any aspect of the service provided or not provided, the behaviour or decisions of staff, or about workplace practices, policies or procedures.
- 5.1.4. A compliment, suggestion and/or complaint should be made in writing, either via email to info@warakirricollege.nsw.edu.au, via the College website or hardcopy letter. Assistance will be provided to put the matter in writing if needed.
- 5.1.5. Although complaints may be made anonymously or using a pseudonym, it may limit the ability of the College to determine the veracity of a complaint, manage a matter or follow up with the complainant.
- 5.1.6. A complaint will initially be directed to the Deputy Principals, who will allocate an appropriate manager and provide the complaint to them. If the complaint is about one or both Deputy Principals, they will provide it to the College Principal. If the complaint is about the College Principal, the Deputy Principals will pass it on to the Board Chair.
- 5.1.7. The Principal will determine if a complaint should be notified to the Board Chair if it has the potential to create reputational damage or may require the Board Chair or Principal to respond to the media.
- 5.1.8. A complainant and the relevant party or parties being complained about may choose to have an appropriate support person present at any meeting about the complaint. However, the College maintains the right to determine whether any particular support person is appropriate and may not approve the attendance of a particular support person where they are determined by the College to be inappropriate. The support person's role is not to interject or advocate, but simply to provide wellbeing support.
- 5.1.9. Involved staff members from the College have access to access the College's Employee Assistance Program (EAP) at any time.

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5.2. Managing a complaint

- 5.2.1. Matters concerning the classroom will be managed in the first instance by the teacher in charge of that class, in all possible circumstances. If this does not lead to a satisfactory resolution then the student or parent/caregiver can escalate the complaint to the year coordinator, then the Head of Campus, Deputy Principal or Principal, as appropriate.
- 5.2.2. Matters involving a staff member will generally be managed by that person's supervisor.
- 5.2.3. The manager of the complaint will acknowledge receipt of the complaint in writing as soon as practicable. They will then gather information and attempt to resolve the complaint at the earliest opportunity.
- 5.2.4. The nature and outcome of information gathering, together with the resolution, will be recorded.
- 5.2.5. All parties involved in complaints handling are required to maintain appropriate confidentiality, including in relation to handling and storing records.

5.3. Malicious and vexatious complaints

- 5.3.1. If the manager identifies a complaint as malicious or vexatious, it will not be progressed further. The complainant will be advised in writing. Where the subject is aware of the complaint, they will also be advised.
- 5.3.2. Should a complaint by a staff member be identified as malicious or vexatious, the matter will be referred to the College Principal as possible misconduct.

6. MONITORING AND REVIEW

The Senior Leadership Team monitors the implementation of this policy, regularly reviews its contents to ensure relevance and accuracy, and updates it biannually.