



COMPLAINTS HANDLING POLICY

1. Purpose

To address complaints or concerns promptly, impartially, and in a manner that prioritises the safety, wellbeing, and cultural diversity of all individuals and upholds all relevant external standards and regulations.

SMYL Community College is committed to providing a safe and inclusive environment for all students, parents/guardians, staff, and stakeholders. This Complaints Handling Policy is designed to ensure that all complaints are managed effectively, in accordance with the [National Principles for Child Safe Organisations](#), with a particular focus on Principles 6 and 9, and the principles of procedural fairness and cultural sensitivity.

This policy applies to all members of the College community, including students, parents/guardians, staff, contractors, and other stakeholders.

2. Related Documents

Complaints Handling Procedure
 Complaints Forms
 Student Complaints Form and Process

3. Definitions

Complaint A statement made verbally, or in writing, expressing dissatisfaction about a particular situation, education service, decision, action, or person at the College, including the complaints process itself.

Complainant: The person or party lodging a complaint.

Respondent: The person or party against whom the complaint is made.

Complaint Respondent Officer The person who is responsible for responding to the complaint. In most cases this will be the person to whom the respondent reports.

4. Principles

- The College has accessible, transparent, and accountable complaint handling processes that meet reporting, recordkeeping, privacy, and employment law obligations.

- Complainants are able to make enquiries, raise concerns or lodge complaints about the provision of education or the conduct of College staff and have these dealt with efficiently, fairly and promptly.
- Complaints relating to child protection, discrimination, harassment or bullying may be referred to Codes of Conduct, Behaviour Management or Child Protection policies and procedures.
- Complaints may be raised by students with or without the support or knowledge of their parents in the first instance.
- Concerns and complaints are resolved in a way that considers the best interests of all students, reflecting the College values and promoting the restoration of relationships between all members of the College community.
- Procedural fairness is afforded to all parties.
- Complaints are monitored and their management evaluated to facilitate continual improvement of service and system improvement.

5. Responsibilities

- Policy Manager:
The Principal is responsible for the implementation of this policy.
- Responsible:
All College staff and the Human Resources Manager are required to comply and be familiar with this policy.

Policy endorsed 20/07/2023