



Complaints Management Policy

Policy Aims:

- To develop a culture of openness to receiving and addressing complaints.
- To respond to all complaints in a sensitive and timely manner.
- To assist complainants in the resolution of complaints.
- To comply with the non-government Schools Registration Board's Complaints Management standards.

Definitions:

Assistance: For the purpose of this policy, assistance refers to:

- providing and gathering information and data
- providing advocacy support to ascertain the facts

Background:

1. Tarremah Steiner School is committed to cultivating an inclusive, community culture. Tarremah seeks to work with all members of the community in a supportive manner. This approach is reflected in the accompanying Issues Resolution Processes. Tarremah values direct communication between individuals and expects that:
 - individuals will initially bring complaints directly to the parties involved,
 - all reasonable efforts will be made by all parties to resolve the issue utilising the appropriate internal school processes.
2. All issues between staff/parents/students/the general community and Tarremah shall be subject to Tarremah's internal resolution processes.
3. The School will assist individuals with the presentation of complaints within an internal resolution process in circumstances:
 - where assistance is requested , and
 - the School Chair and School Executive determine that such assistance is required.
4. If assistance is granted, the School Chair and the School Executive shall promptly determine the nature and extent of such assistance.
5. Tarremah acknowledges that a complainant may have recourse to resolution processes independent of Tarremah in the following circumstances:
 - (a) As part of their evaluation of "options for action" – within the framework of an internal resolution process – the School Chair and School Executive determine that an issue requires investigation or arbitration that is independent from the School, or
 - (b) The School Chair and School Executive and/or the complainant determine that, all reasonable efforts have been made to utilise the school's internal resolution processes, and a resolution that is reasonable in the circumstances has still not been achieved.

6. Notwithstanding the provisions of paragraph 5, Tarremah shall not be subject to an external resolution process unless it is conducted:
 - (a) By a person or organisation acceptable to the School Chair and School Executive, or
 - (b) By a Tasmanian court, tribunal or other statutory body.

Procedure

1. This policy is to be given out along with the appropriate Resolution Process upon formal receipt of any complaints or upon application from any member of the community.
2. This policy and the Parent Issue Resolution Process, is to be included in enrolment material provided to prospective parents.
3. The Staff Issue Resolution Process is to be provided to new staff during their staff induction and displayed in the Staff Room in a prominent place.
4. Records are to be kept of any disciplinary actions.

Attached are:

1. Community Issue Resolution Process
2. Staff Issue Resolution Process
3. Parent Issue Resolution Process
4. Student Issue Resolution Process

The decision to change any provisions of this policy will be at the discretion of the School Executive or School Council.

Policy Title	Complaints Management Policy
Policies to be read in accordance with the above Policy	Issues Resolution Process, Staff Issue Resolution Process, Parent Issue Resolution Process, Student Issue Resolution Process. Code of Conduct Child Protection and Mandatory Reporting
Reference/Legislation	<i>Commonwealth Privacy Act 1988</i> <i>Freedom of Information Act 1991</i> <i>Telecommunication (Interception) Tasmania Act 1999</i> <i>Personal Information Protection Act 2004</i> <i>Right to Information Act 2009</i> <i>Education Act 1994</i> <i>Child Care Act 2001</i> Tasmanian Licensing Standards for Centre Based Child Care, Class 5
School Executive Approval	30 August 2017, 21 March 2018
School Council Approval	14 November 2017, 22 March 2018
Review Status	2 years
Information & Contact	School Chair or School Executive