



## Complaints Management Policy

Policy No:	12 (1.8)	Version:	3 (March 2019)
Responsibility:	School Chair	Scheduled Review Date:	June 2021

### 1.0 Purpose

- 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.

### 2.0 Policy Statement

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. Tarremah values honest and direct communication between individuals and this approach is reflected in the Complaints Management Policy.

### 3.0 Policy Elements

#### Definitions:

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

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

**TSSF Council** – otherwise known as the School Council responsible for school governance and meet once a month.

**School Chair** – the chief executive officer of the TSSF Council (School Council)

**School Executive** – the republican management body of the school consisting of the School Chair(s), the Business Manager, the Education Administrator, the Chairs of the Early Childhood Faculty, the Primary Faculty and the Secondary Faculty who all meet weekly.

**Faculty** – any one of the three faculties; The Early Childhood Faculty, The Primary Faculty, or the Secondary Faculty.

**The Early Childhood Faculty** – all members of staff in the Early Childhood facility who meet twice a term.

**The Primary Faculty** – all members of staff in the Primary School who meet weekly.

**The Secondary Faculty** – all members of staff in the Secondary School who meet weekly.

**Class Teacher** – a Primary School class teacher responsible for teaching a Primary class from Class 1 to Class 6

**Class Guardian** – a High School specialist teacher with a pastoral, administrative and behaviour management role with a year group from Class 7 to Class 10.

**Education Administrator** – responsible for oversight of educational compliance in the school.

**Business Manager** – responsible for WHS, maintenance of facilities and financial management in the school.

**The College of Teachers** – a consultative body and professional learning forum within the school, consisting of all employees of Tarremah who meet weekly.

## 4.0 Procedure

4.1 This policy and the *Parent and Community Issue Resolution Process*, is to be included in enrolment material provided to prospective parents.

4.2 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.

4.3 Records are to be kept of any disciplinary actions.

4.4 Upon formal receipt of any complaints or upon application from any member of the community:

- This policy is to be given out along with the appropriate Issue Resolution Process (see Section 5).
- The complainant will initially bring complaints directly to the parties involved.
- If resolution is not achieved the relevant resolution process will be followed.
- If the complaint is against the School Executive, the School Chair or a member of the School Council, or is of sufficient concern, the complaint may be made to the Chair of the School Council by submitting it in writing to the Receptionist at the front Office addressed to the Chair of the TSSF Council.

4.5 The following Issue Resolution Processes are attached:

- Staff Issue Resolution Process
- Parent and Community Issue Resolution Process
- Student Issue Resolution Process

**Mediation is always an avenue open to complainants at any time during the process.**

**Legal advice may be sought by a complainant at any time in the process.**

## **5 Responsibilities**

- School Executive
- School Chair
- School Council

## **6 Related Documents**

- Staff Issue Resolution Process
- Parent and Community Issue Resolution Process
- Student Issue Resolution Process
- Code of Conduct
- Children Protection and Mandatory Reporting
- Parent Community Rights and Responsibilities Policy

## **7 Reference/Legislation**

- Commonwealth Privacy Act 1988
- Freedom of Information Act 1991
- Telecommunication (Interception) Tasmania Act 1999
- Personal Information Protection Act 2004
- Right of Information Act 2009
- Education Act 2016
- Child Care Act 2001
- Tasmanian Licensing Standards for Centre Based Child Care, Class 5

## **8 Contact Point**

- School Chair
- School Executive
- School Council

## 9.0 Authorization

Executive:

Council:

Name:

Date: