



Complaints Management Policy

Policy No:	12 (1.8)	Version:	3 (March 2022)
Responsibility:	School Chair	Scheduled Review Date:	June 2023

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 Education Facilitator, 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.

Education Facilitator – responsible for mentoring of teachers, professional development, learning support and behaviour management.

Business Manager – financial management in the school.

WHS and Facilities Manager- responsible for WHS, maintenance of facilities

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

When a concern develops the concerned party should contact the most appropriate party directly in the first instance.

Step 1:

- The concerned party should delineate between a concern regarding an individual, a concern regarding Policies and Procedures, or Facilities.
- If the concern is regarding a student, their Class Teacher or Guardian is the most appropriate person.
- If the concern is regarding a member of staff that person should be approached directly by making an appointment to speak to them, or by email. The member of staff will make every effort to resolve the matter.
- If the concern is about a Policy or Procedure the concern should be addressed to the School Executive, by email mail@tarremah.tas.edu.au The School Executive will confirm receipt of the concern and offer clarity as required. Requests for review will be taken following Executive meeting, for discussion within two weeks.
- If the concern is about infrastructure or facilities the concern should be addressed to the Business Manager.
- Any concern regarding an act or omission of the School Chair should be raised directly with the School Chair. This can be done by email or in person by appointment. The Chair will acknowledge receipt of an email within three days and be available for a discussion within a further two days. The Chair will make every effort to understand the concern, address the issue or explain why a particular position has been taken. The *Parent and Community Issues Resolution Process* outlines this and subsequent procedures and is given to parents on enrolment and available on the School's website.
- The *Staff Issues Resolution Process* outlining procedures for staff, is to be provided to new staff during their staff induction, is available on the server and displayed in the Staff Room in a prominent place.

Step 2:

- If a teacher has not been able to resolve a parent's concern, it may be addressed to the Education Facilitator. The concerned party should make an appointment via reception or by emailing mail@tarremah.tas.edu.au
- If a staff member has not been able to resolve a colleague's concern, the concern should then be raised with the School Chair.
- If the School Chair has not been able to resolve a concern about his or her own performance, the concerned party is able to make a formal request for review by the School Council. The *Process for Resolving Formal Complaints Against the School Chair*, sets out this process. Where School Council considers an investigation is required, the concerned party will be kept informed about the process involved. All efforts will be made to conclude the matter in a timely manner for all concerned.

Upon formal receipt of any complaints, the concerned party will be given a copy of this policy and the appropriate Issues 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.

4 Responsibilities

- Education Facilitator
- Business Manager
- School Executive
- School Chair
- School Council

5 Related Documents

- Staff Issue Resolution Process
- Parent and Community Issue Resolution Process
- Student Issue Resolution Process
- Process for Resolving Formal Complaints Against the School Chair
- Code of Conduct
- Child Protection and Mandatory Reporting
- Parent Community Code of Conduct Policy

6 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

7 Contact Point

- School Chair
- School Executive

- School Council

9.0 Authorisation

Executive:

Council:

Name:

Date: