

POLICY IMPLEMENTATION DOCUMENT

COMPLAINTS

Rationale

The DET has set procedures in place to deal with complaints. Any person can make a complaint, including a student, parent or caregiver, a community member, contractor or volunteer. The information in this policy is to inform how policy is actioned at Kariong Mountains High School.

Procedures

All complaints are dealt with by applying the principles of natural justice, confidentiality, procedural fairness and protection against victimisation

- Complaints are dealt with in a reasonable timeframe and records are kept as appropriate
- Complaints are dealt with in terms of the potential seriousness of the complaint – rather than on the basis of the category of person who made the complaint. This then allows aggrieved staff, students or community members to be treated on equal terms. Treatment as equals – not equal treatment – is then guaranteed
- Where possible complaints will be dealt with informally with the relevant person in a spirit of mediation. A support person may be present but is there to observe only and not participate
- If a complaint cannot be resolved informally then a complaint form (available from DET website) is issued and passed on to the most appropriate supervisor (may be School Education Director). The matter is then dealt with according to the DET guidelines.

How to Make a Complaint

A complaint can be made orally or in writing. Oral complaints that cannot be resolved informally may need to be put in writing and help will be provided if needed by the person receiving the complaint.

It is preferable but not essential that the complainant's name and signature are included in the complaint. In some instances, a complaint cannot proceed if it is anonymous or if there is a request to withhold identity.

Who can Deal with Complaints?

Any Department employee can receive a complaint. In general, the complaint should be made where the problem occurred (e.g. the school or college) unless there are concerns about the local principal, in which case the complaint should be made to the School Education Director.

What should be done when a complaint is received?

An employee who receives a complaint will need to determine, applying these guidelines, whether it is a matter that can be resolved informally or whether it should be referred to a supervisor or principal.

Minor complaints should be resolved informally if possible and without delay. Any matter which cannot be resolved informally must be referred to a supervisor or principal.

If appropriate, the complainant should also be given the number for the Employee Assistance Program.