

Complaints Handling

The College promotes a broad-based effort by the entire community to provide a safe and secure environment for children and young people.

These guidelines apply to handling of complaints made about services provided by the College, or against College community members which includes employees, families, contractors and volunteers.

These guidelines do not extend to personal grievances between parents, guardians or other members of the College community.

General complaints

Complaints about reportable conduct will be addressed according to the College's Child Protection Policy.

A parent/carer or student complaint about the conduct of a staff member, another student or a parent should be raised with the College. Any concern about a child's wellbeing may be dealt with under the College's Child Protection Policy.

No parent/carer should directly approach another person's child in an attempt to settle any matter. No parent should advise another person's child on personal matters without the parent's express permission.

Complaints may be made by any member of the College community and beyond.

Raising a complaint

A complaint can be made to the Deputy Principal or Principal. Any complaint about the conduct of a staff member should be raised directly with the Principal or delegate in the first instance.

Where a person wishes to make a formal complaint concerning the Principal the complaint should be made in writing to the Chair of the College Council via email. In this situation, the references in these guidelines relating to the role of the Principal should be read as references to the Chair of the College Council.

Confidentiality

All parties involved in complaints handling are required to maintain appropriate confidentiality, including in relation to handling and storing records.

Whistleblowing complaints

This procedure does not extend to complaints which are whistleblowing disclosures. The procedures for processing whistleblowing complaints are dealt with in the College's Whistleblowing Policy and are made to the Principal or through the web-based College Portal external whistleblowing service.

Contact

If you have any queries about these guidelines, you should contact the Principal for advice.

Principal	Principal@mcdonald.nsw.edu.au
Deputy Principal	DeputyPrincipal@mcdonald.nsw.edu.au
Chair of College Council	chairofcouncil@mcdonald.nsw.edu.au