

# Complaints Handling Policy

## 1. Introduction

### a. Purpose and Scope

This procedure applies to The McDonald College in handling complaints made in respect of services provided by the College or against staff members, which includes employees, contractors, and volunteers.

This procedure does not extend to personal grievances between parents, guardians, or other members of the College community.

At The McDonald College all members of the college community are expected to act with mutual respect at all times. Wherever possible, grievances should be resolved by a process of discussion, co-operation and conciliation. The aim is to reach an acceptable outcome that minimises any potential detriment to ongoing relationships.

### b. Related Policies

If the College receives a complaint about matters which the College determines are allegations of reportable conduct, the relevant procedures will be implemented. Procedures for investigating matters related to reportable conduct and mandatory reporting are described in our Child Protection Policy publicly available on the College website.

This procedure does not extend to complaints which are whistleblowing disclosures. The procedure for processing whistleblowing complaints are dealt with in the College's Whistleblower Policy; a copy of which can be accessed from the College website.

Complaints regarding a grievance between staff members about work matters, including work relationships and decisions made by other staff members which impact on their work, are addressed in accordance with the College's Staff Grievance Policy.

Complaints regarding unlawful discrimination, harassment or bullying between staff are generally addressed in accordance with the College's Discrimination, Harassment and Bullying Statement.

### c. Confidentiality

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

## 2. Complaints

A complaint or grievance is an expression of dissatisfaction made to the College about an educational and/or operational matter relating to services provided by the College or the behaviour or decisions of a staff member, contractor, or volunteer, including misconduct.

If a parent/carer or student has a concern about the conduct of a staff member, they should raise their concern with the College in accordance with section 3.

If a complaint that concerns the behaviour of a staff member may constitute reportable conduct, the matter will be addressed in accordance with the College's Child Protection Policy; a copy of which can be accessed from the College website.

Complainants are not required to assess whether their concern meets the threshold of reportable conduct before making a complaint. Any concern about a child's wellbeing may be reported under this policy.

Complaints may be made by a student or parent/carer.

The College will seek to resolve complaints informally where possible but acknowledges that in some cases a person may wish to make a formal complaint.

## 3. Raising a Complaint

### a. The Complainant

Informal complaints may be raised by a complainant directly with the person involved.

Should the matter not be resolved through informal processes, the complainant may raise the matter formally with the College. A formal complaint can be raised in writing to the Deputy Principal or Principal.

Any complaint about the conduct of a staff member should be raised directly with the Principal in the first instance. A formal complaint can be made in writing to the Principal, via email - [principal@mcdonald.nsw.edu.au](mailto:principal@mcdonald.nsw.edu.au)

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 - [chairofcouncil@mcdonald.nsw.edu.au](mailto:chairofcouncil@mcdonald.nsw.edu.au) . In this situation, the references in this policy relating to the role of the Principal should be read as references to the Chair of the College Council.

### b. The College

The Principal or delegate will generally acknowledge receipt of a formal complaint in writing as soon as practicable.

## 4. Handling Complaints

### a. Assessing a Complaint

The Principal or delegate will generally assess the complaint and determine:

- whether the complaint is one to be addressed under this policy or is a staff grievance or reportable conduct matter which are dealt with by the relevant policies, see section 1.b; and
- the priority of the complaint in accordance with the urgency and/or seriousness of the matter raised; and
- whether the College may be required to report the matter to the Office of the Children’s Guardian, Police, Department of Communities and Justice or other relevant authorities should the complaint relate to possible unlawful conduct or other reportable matters.

### b. Managing a Formal Complaint

The Principal or delegate will generally manage a formal complaint by:

- I. advising the complainant of the likely steps that will be undertaken by the College in relation to the complaint;
- II. if appropriate, advising the relevant parties of the complaint at the relevant time and providing them with an opportunity to respond;
- III. collecting any additional information, the College considers necessary to assess the complaint;
- IV. deciding about how the complaint will be resolved (“resolution decision”); and
- V. advising the complainant in writing, and any other relevant parties as appropriate, of the resolution decision of the Principal and if appropriate, any proposed action to be taken.

There may be circumstances where some of the steps outlined above are not appropriate and the College will determine, on a case by case basis, the most appropriate method of handling the complaint.

A complainant and the relevant parties that the complaint is about may choose to have an appropriate support person present at any meeting with representatives of the College about the complaint. However, the College maintains the right to determine whether the person’s preferred support person is appropriate and may not approve the attendance of a support person where they are determined by the College to be inappropriate.

## 5. Contact

If you have any queries about this procedure, you should contact Principal for advice.