



Concerns and Complaints Policy

Rational

Red Rock Christian College aims to be Christ-centered where individuals should feel safe to express their points of view openly, honestly, constructively and in a spirit of love. St Paul's analogy of the church as a human body (1 Cor 12:12-27) serves well as a picture of all members actively working together for the common good.

From time to time concerns regarding educational, behavioural or school environment issues may arise. For this reason, Red Rock Christian College has developed a set of procedures to work through unresolved situations, or where an action or decision is considered to be unfair or inappropriate. Through God's grace and forgiveness, and by the guidance of the Holy Spirit, we strive to reconcile differences and resolve all conflict amicably in accordance with God's word.

Scope

This policy relates to Red Rock Christian College staff and the concerns and complaints raised by its students and parents.

This policy does not apply to matters about which there are existing rights or statutory obligations (and processes) for investigation, review and appeal. If, at any stage, it becomes apparent that the concern or complaint relates to such matters the relevant procedures should be immediately implemented.

This policy is not applicable where a complainant has employed another party to represent them such as a solicitor. In these circumstances, the College will refer to legal representation for assessment. However, a complainant making a formal complaint is entitled to an advocate who can be a friend or colleague, or a person provided through an appropriate support agency who does not receive a fee for service.

Definitions

Concern – an issue of interest (because of its importance and effect) which is raised to improve, effect intervention or change a situation for the better.

Complaint – an expression of grievance or resentment where the complainant is seeking redress or justice.

Parent – in relation to a child, parent includes a guardian and any person who has parental responsibility for the child, including parental responsibility under the Family Law Act 1975 of the Commonwealth.



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Policy Statement

The grievance procedure provides guidelines for raising an unresolved issue or complaint and having it considered seriously. The College maintains that concerns and complaints are best addressed by students, parents teachers, principals and support staff working in partnership. The College will attempt to bring resolution to a concern or complaint in a timely, courteous, efficient and fair manner, allowing time for due process to be fulfilled.

- Informal resolution of a grievance is encouraged and is always the preferred option. This is reached when the outcome is satisfactory to all. The formal process is set in motion where the informal process reaches an unsatisfactory outcome.
- Raising the issue directly, and as soon as possible, with the appropriate person is encouraged and often leads to resolution.
- The grievance procedure may not result in a change to, or reversal of, a decision or action. Sometimes the only achievable outcome may be the enactment of forgiveness. Sometimes it may be an understanding to follow or improve guidelines or procedures in the future.

General Guidelines

The College expects that all parties will, when addressing concerns and complaints, adhere to the following guidelines:

- Communication should be open and honest, focusing on the issue and not the person. This includes listening carefully and respectfully while the other person is talking and exercising responsibility and mutual respect: respect by staff for parents' special relationships with their children; respect by parents for staff as professionals.
- When an issue is discussed in the student's hearing, it is important that the student understands that you have confidence that the issue will be resolved confidentially at the school level. Criticism of the school or teachers does not support the child's education as it undermines trust and confidence.
- Confidentiality must be maintained through all stages of the process.
- Limit communication to those who need to be informed to resolve the complaint.
- Enter the process with the expectation, and with every intention of an amicable resolution
- Recognise that all parties have rights and responsibilities which must be balanced.
- The Parent or Staff member may choose to bring a support person at any stage during the process.

The College undertakes that parents/caregivers and their students who attend the College will not be adversely affected or treated in a prejudicial way for expressing concerns or complaints.



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Who to Contact

Area of Concern	Who to Contact at the College	Oversight
Individual classroom learning, social or behavioural issue.	Primary: Classroom teacher Secondary: Subject teacher or House Family Mentor	Primary: Head of Primary Secondary: Head of Primary
Students from several classes/groups across year levels.	Primary: Head of Primary Secondary: Head of Secondary	Principal
Curriculum programs and assessment	Primary: Classroom teacher Secondary: Subject teacher or House Family Mentor	Primary: Head of Primary Secondary: Head of Primary
Complex student issues including bullying	Primary: Head of Primary Secondary: Head of Secondary	Principal
Pastoral Care	Primary: Classroom teacher Secondary: House Family Mentor	Primary: Head of Primary Secondary: Head of Primary Head of Wellbeing
Fees, charges and tax invoices	Business Manager	Principal
Minor issue relating to staff	Primary: Head of Primary Secondary: Head of Secondary	Principal
Complex issues relating to staff	Principal	Principal
Complaint relating to Principal	RRCC Chairperson Board of Governance	Chairperson

All staff can be contacted by email using the following address format:

firstinitialsurname@redrock.vic.edu.au

Written formal Complaints can be submitted by email or by post. Mark as Confidential

The Principal
Red Rock Christian College
PO Box 455, Sunbury 3429

For Complaints concerning the Principal
The Chairperson



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**Board of Governance
Red Rock Christian College
PO Box 455, Sunbury 3429**

Communication of an Investigation

Where a formal investigation of a complaint is undertaken and concluded by the College, the College will:

- Respond in writing to all parties involved, taking into account any relevant privacy requirements.
- Give a brief description of the concern or complaint, the date it was made and the form in which it was received
- Detail action taken about the complaint, including how the complaint was investigated and by whom
- Describe the outcome of the complaint investigation, including advising if the complaint is resolved, unresolved or dismissed and the reasons why this outcome has been reached
- Make recommendations for future actions or changes that relate to the resolution of the complaint reached by the College
- Where a complaint is unresolved advise a course of action available to the complainant.

Anonymous Complaint

The College recognises that all complaints should be investigated where deemed necessary. However anonymous complaints raise natural justice issues for respondents who have a right to know the particulars of the allegations made against them. The Principal should determine the extent to which an anonymous complaint received by the College shall be investigated.

Unreasonable Complaint Conduct

Unreasonable complaint conduct is behaviour that:

- is clearly and significantly outside the expectations of confidentiality, cooperation, courtesy and respect
- call for staff resources and time unjustified by the nature or significance of the complaint



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- is vexatious (that is, an action or complaint that is brought without merit, often to cause annoyance to the other person)
- is oriented toward conflict

The Principal can determine if a complainant's conduct is unreasonable. If so determined, the complaint process will cease, and the complainant will be advised accordingly.

Documentation and Register of Complaints

The College will maintain, keep confidential and store appropriately all documentation relating to a formal complaint.

This policy will be communicated to the College community via

- Staff Handbook
- Parent Handbook
- Newsletter
- College Website



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Concerns and Complaints Flowchart

