



St John *of* Kronstadt
ACADEMY



St John of Kronstadt Academy

Complaints Handling Procedure

Purpose:	The purpose of this policy is to provide a formal process for staff, students and parent/guardians to raise complaints or disputes and to ensure they are dealt with in a prompt, efficient, effective and fair way.	
Scope:	Students, parents/guardians and employees, including full-time, part-time, permanent, fixed-term and casual employees, as well as contractors, volunteers and people undertaking work experience or vocational placements.	
Status:	Approved	Supersedes: N/A
Authorised by:	Academy Chair	Date of Authorisation: 3 May 2023
References:	<ul style="list-style-type: none">• Education (Accreditation of Non-State Schools) Regulation 2017 (Qld)• Australian Education Regulation 2013 (Cth)• Fair Work Act 2009 (Cth)• Work Health and Safety Act 2011 (Qld)• Privacy Act 1988 (Cth)• Anti-Discrimination Act 1991 (Qld)• Australian Human Rights Commission Act 1986 (Cth)• Sex Discrimination Act 1984 (Cth)• Age Discrimination Act 2004 (Cth)• Disability Discrimination Act 1992 (Cth)• Racial Discrimination Act 1975 (Cth)• St John of Kronstadt Academy Work Health and Safety Policy• St John of Kronstadt Academy Students with a Disability Policy• St John of Kronstadt Academy Complaints Handling Policy	
Review Date:	Annually	Next Review Date: 3 May 2024
Policy Owner:	Academy Governing Body	

Procedure Statement

St John of Kronstadt Academy (Academy) is committed to ensuring that student, parent/guardian and employee complaints are dealt with in a responsive, efficient, and effective and fair way and through the most appropriate channels.

The Academy views complaints as part of an important feedback and accountability process.

The Academy will promote the resolution of complaints as informally as possible and at the lowest possible level to encourage an efficient resolution to complaints as they arise.

The Academy will ensure that all documents created for, or in relation to, complaints are secured at all times and are only accessed by the appropriate staff on a need-to-know basis. The Academy acknowledges that confidential information may be released to ensure the safety and welfare of others or where required by law to do so.

Guidelines

Complaints should be dealt with as soon as possible and in accordance with the principles of natural justice and procedural fairness.

Parties to a complaint will be treated equally and with sensitivity. The privacy of all parties will be maintained at all times.

Where a complaint involves a student, parents/guardians are to be advised.

The Academy is to keep detailed notes regarding the details of a complaint, notes of meetings or discussions held regarding a complaint including dates, times and summaries of the discussions and outcomes.

Procedure

The steps below outline the procedure for students, parents/guardians and employees to raise a complaint, noting that the aim is to, where appropriate, resolve such complaints at the lowest levels possible.

It should be noted that complaints may be received in one of two ways: formally and informally.

Informal complaints are those that are raised, at first instance, directly with a relevant staff member and are usually resolved through discussion between the parties.

Formal complaints are written complaints that are directed to the either the Head of the Academy or the Academy Board. These may be received either through the Academy front reception or by email as follows:

- Head of Academy: HOA@stjohnacademy.com.au
- Academy Board: Board@stjohnacademy.com.au

It should be noted that notwithstanding the procedure outlined below and the desire for complaints to be resolved at the lowest possible level, a complainant may be lodged, at first instance, as a formal complaint or at any time throughout the process.

1. Informal Discussions

The parties to a complaint should first attempt to resolve the issue through an informal discussion and in a timely way. The parties should approach the discussion respectfully and with an intention to resolve the complaint as efficiently and amicably as possible.

If the complaint cannot be resolved satisfactorily, within a mutually agreed time frame, or the seriousness of the matter is not suitable for resolution informally, the complaint may be raised to the next level.

2. Referral to supervisor

A complaint may be referred to a staff member's immediate supervisor who will consult with the parties and attempt to resolve the complaint. Where the supervisor is the subject of the complaint, the complaint will be referred to the Head of Academy to facilitate a resolution (see clause 3 below).

If the complaint cannot be resolved satisfactorily at this level, within a mutually agreed time frame or the seriousness of the matter warrants, the complaint may proceed to the next level.

3. Referral to Head of Academy or Academy Board

A Complaint may be made in writing to the Head of Academy (or Head of Academy's delegate) for resolution. A written complaint can be either be lodged at the Academy's reception desk marked confidential or emailed to HOA@stjohnacademy.com.au

If a complaint involves the Head of Academy, it will be referred to the Academy Board (Board). Complaints to the Board may be made in writing and lodged at the Academy reception addressed to the Board and marked confidential or emailed to Board@stjohnacademy.com.au

Should a complaint be lodged with either the Head of Academy or the Board, the Head of Academy/Board will advise the parties of:

- a) the outcome of the investigation of the complaint and any decisions subsequently made
- b) a summary of the reasons for the decision made, and
- c) what follow up action, if any, is to be taken and the relevant timeframes.

4. Right of Appeal

Any appeal against the outcome of a complaint managed through this policy or process should be made in writing, to the Head of Academy. If the complaint was previously managed by the Head of Academy or the complaint is related to the Head of Academy, appeals should be in writing to the Chair of the Board.

Guidance for Receiving Complaints

Complaints may be received by phone, email or in person. Sometimes it may not be obvious that a person is expressing a complaint.

Following are factors to indicate a person is expressing a complaint:

- They are focused on a particular decision, outcome or action
- They use the word complaint or similar
- They say something the school did is wrong or unfair
- They are requesting an investigation or response
- They want a different outcome to what is currently occurring

When a complaint is raised, staff should clarify the details of the complaint, by asking questions such as:

- why the complainant is dissatisfied.
- how they are affected
- what is their desired outcome.

A determination can then be made about whether the complaint is suitable for the informal complaints process or if the complaint should be referred to the formal complaints process.

Factors relevant to making this decision included:

- Impact on student or staff health and safety
- Impact on the Academy's reputation or viability
- The nature and seriousness of the issues
- The number and complexity of the issues raised
- The implications or consequences arising from the complaint for the complainant and Academy
- The complainants desire for a formal process

Depending on these factors, the complainant should be referred to the informal or the formal complaints process.

If a staff member is unsure, they should refer to the Head of Academy.

Anyone who receives a complaint must keep a record of the complaint, including who they reported it to and when. They may follow up the complaint to confirm it was actioned. A person who receives a complaint is not necessarily entitled to know the outcome of the complaint. If they find a report has not been actioned, or actioned to their satisfaction the complaint can be reported to the Head of Academy or the Board.

Accessibility of this policy

This policy and any related processes relating to the lodgement of complaints will be accessible on the Academy website and parental portal.