



SUNSHINE COAST  
GRAMMAR SCHOOL

## Complaints Management Procedure

<b>Purpose</b>	To state the procedures to be followed in the management of complaints in order to resolve complaints fairly, promptly and efficiently.
<b>References</b>	Sunshine Coast Grammar <a href="#">Complaints Management Policy</a> .
<b>Resolution Procedure</b>	<p>The Complaints Procedure supports the Sunshine Coast Grammar School Complaints Management Policy and is to be read and applied in conjunction with the policy. The complaints procedure consists of the following three stage process. A complaint may be resolved at any stage of this process however where possible, complaints should be responded to at the local level.</p> <p><b>Process</b></p> <p>Before an Issue Becomes a Complaint Students and/or parents are encouraged, wherever possible, to resolve concerns or difficulties directly with the person(s) concerned. Relevant Deans, Heads of Faculty and the School Psychologist are available to assist students at this level.</p> <p>Stage 1 outlines the Informal Process. If at all possible, a concern, issue, problem or conflict is best dealt with directly between the people involved before it escalates to the stage of making a complaint. Early action at this stage generally provides the best opportunity for positive resolution.</p> <p>Stage 2 outlines the Formal Process. It is anticipated this stage will only be utilised if a resolution cannot be reached using the Informal Process or the circumstances and/or the seriousness of the matter clearly require a formal process to be implemented. During the Formal Process, the outcome of the matter is determined by someone other than the immediate parties.</p> <p>Stage 3 outlines the Review Process. It is anticipated that this stage will only be utilised if a resolution cannot be reached using the Informal or Formal processes.</p>

<p><b>Stage 1 - Informal Resolution</b></p>	<p>Every complaint should normally be addressed via informal discussion in the first instance. Complaints should not normally be able to progress to the next phase unless both parties have first attempted to discuss the issue, if possible. In the first instance, if appropriate, every attempt should be made to discuss the matter with the person most immediately and directly concerned. The complainant is to approach the respondent and explain their concerns in a non-threatening manner using effective communication.</p> <p><b>Student Complainant: Curricular (usually via parent)</b></p> <p>a) Teacher</p> <p>b) Immediate Line Manager – HoLA/Dean of Primary Prep to 2, Year 3 to 6</p> <p>c) Head of Sub-School</p> <p>The teacher and line manager will make a record of the complaint and report the meeting and any outcomes to the Head of Primary (Prep – Year 6), and/or to the Head of Secondary (Years 7 to 12).</p> <p><b>Student Complainant: Co-Curricular/Extra-Curricular (usually via parent)</b></p> <p>a) Team or Activity coach</p> <p>b) Staff Member/Teacher in Charge</p> <p>c) Head of Sport/Head of Primary/Secondary.</p> <p><b>Parent Complainant</b></p> <p>If the complaint is about a non-teaching or administrative staff member, or a teacher other than their child’s teacher, the complainant shall attempt to discuss the matter with the person to whom the complaint relates by agreement with that person’s immediate supervisor.</p>
<p><b>Stage 2 - Formal Complaint</b></p>	<ul style="list-style-type: none"> <li>• If the Complainant determines it is not appropriate to raise the complaint in accordance with the process outlined in Stage 1, or if, after following that process, is dissatisfied with the manner in which their complaint was addressed then the complainant shall address their complaint via the online <a href="#">Feedback Form</a>, or in writing to the Head of Primary (Prep to Year 6) or Head of Secondary (Years 7 to 12). Complaints submitted in writing will then be uploaded to the online Complaints Register.</li> <li>• In the event that the Principal is the subject of the complaint then the complainant shall address their complaint, in writing, to the Chair of the PMSA/SCGS School Council Chair.</li> </ul>

<p><b>Stage 3 - Review Process - PMSA</b></p>	<ul style="list-style-type: none"> <li>• If the complainant determines it is not appropriate to raise the complaint in accordance with the process outlined above, or if, after following that process, is dissatisfied with the manner in which the complaint was addressed then the complainant may address their complaint, in writing, to the PMSA Chair/SCGS School Council Chair via the PMSA Corporate Services Office. The complaint must clearly state the grounds on which it is believed the complaint has not been properly dealt with and should:</li> <li>• Be received by the PMSA within fourteen (14) days of the complainant receiving the decision of the formal complaint (outcome of stage two);</li> <li>• Contain full details of all relevant documentation regarding the original complaint; and</li> <li>• Clearly state the reasons why the complainant is dissatisfied with the outcome of the complaint process, and not merely state a belief that the decision was unfair or unreasonable.</li> </ul>
<p><b>Support Person</b></p>	<p>From the beginning of the process, Complainants and Respondents are encouraged (but not obliged) to seek out a support person who can provide support and encouragement throughout the process. Support persons are entitled to accompany a Complainant/Respondent to any meetings that take place during the complaint resolution process but it is not the role of the support person to be a spokesperson for the Complainant. The support persons should not themselves be directly involved in the matter which is the subject of the complaint.</p>
<p><b>Implementation</b></p>	<p>The Sunshine Coast Grammar School Complaints Management Procedure is communicated to all SCGS students, parents, and all staff. It can be located on the Sunshine Coast Grammar School Website and on GECO, and is referenced in Staff and Student Handbooks.</p>
<p><b>Review</b></p>	<p>This procedure is reviewed annually by the Policy Administration Officer and is next due for review on or before 29th November 2023.</p>