



SUNSHINE COAST  
GRAMMAR SCHOOL

# Complaints Procedure for Non-Compliance with Student Protection Processes

<b>Preface</b>	<p>Sunshine Coast Grammar School is committed to ensuring that all staff comply with their responsibilities as detailed in our Student Protection Processes. This complaints procedure is to address any allegations of non-compliance with Student Protection Processes – in accordance with the Education (Accreditation of Non-State Schools) Act 2017. Sunshine Coast Grammar School takes all allegations of non-compliance with Student Protection Processes seriously.</p>
<b>Purpose</b>	<p>This procedure aims to:</p> <ul style="list-style-type: none"><li>• Provide a complainant with access to an open and responsive complaints handling process;</li><li>• Enhance the ability of Sunshine Coast Grammar School to resolve complaints in a consistent, systematic and responsive manner; and</li><li>• Assist Sunshine Coast Grammar School to provide a child-centred approach to resolving complaints.</li></ul>

<b>Overview</b>	<ol style="list-style-type: none"><li>1. Complainant completes the Non-Compliance with Sunshine Coast Grammar School Student Protection Processes Complaint Form and submits it.</li><li>2. Sunshine Coast Grammar School receives the completed form and the Principal assesses the available material; if the complaint is against the Principal, the form is to be directed to the PMSA Board Chair at <a href="mailto:companysecretary@pmsa-schools.edu.au">companysecretary@pmsa-schools.edu.au</a></li><li>3. The Principal or Board Chair determines the appropriate actions to resolve or respond to the complaint; and</li><li>4. If appropriate, Sunshine Coast Grammar School may instigate a systems review or confidential disciplinary process.</li></ol>
<b>Scope</b>	<p>Only complaints about non-compliance with student Protection Processes may be made under this procedure. Other complaints should be referred to the School to manage in the first instance, or if the complaint concerns the Principal, contact the PMSA Board Chair. Any person may lodge a complaint following the processes described in this procedure, where they believe that a staff member has not complied with the Student Protection Processes.</p>

<b>Reporting Procedure</b>	<p>If a complaint arises regarding Student Protection Processes, the complainant is requested to:</p> <p>Complete the Complaint Form.</p> <p>Send the completed form to the Sunshine Coast Grammar School Principal via email on <a href="mailto:principal@scgs.qld.edu.au">principal@scgs.qld.edu.au</a> or via post to 372 Mons Road, Forest Glen QLD 4556 Australia.</p>
<b>Complaint Received by Principal</b>	<p>The Principal will acknowledge receipt of the complaint form and provide a timeframe for addressing the complaint, assess the complaint and decide the most appropriate course of action to address the complaint. This may include:</p> <ul style="list-style-type: none"><li>• Telephoning or meeting with the complainant to clarify the complaint</li><li>• Coordinating any enquiry necessary in order to address the complaint Facilitating remedial action if student protection processes have not been followed, and</li><li>• Communicating with the complainant at the conclusion of the process.</li></ul> <p>In some circumstances Sunshine Coast Grammar School may conduct a systems review coordinated by the Principal in order that Sunshine Coast Grammar School, may improve its processes. A complaint may also progress to confidential disciplinary action against an employee.</p> <p>All information collected during this process will have its privacy maintained and confidentiality will be observed at all times.</p>

## **Before Completing the Record of Complaint Form**

The following questions should be used as a guide to help you determine whether or not your complaint is a relevant complaint for Sunshine Coast Grammar School to manage under this non-compliance with Student Protection Processes procedure.

Completed forms may be lodged by:

- Sending an email to [principal@scgs.qld.edu.au](mailto:principal@scgs.qld.edu.au)
- Posting to 372 Mons Road, Forest Glen QLD 4556 Australia

If you need assistance to complete the form, please contact the Principal on [principal@scgs.qld.edu.au](mailto:principal@scgs.qld.edu.au) or if the complaint is against the Principal, contact the PMSA Board Chair at [companysecretary@pmsa-schools.edu.au](mailto:companysecretary@pmsa-schools.edu.au)

1. Is the complaint about a staff member who may have behaved inappropriately towards a student that has not yet been reported to the Principal? If Yes, you should report the matter immediately to the Principal (or the PMSA Board Chair if the matter involves the Principal), in accordance with our Child Protection Policy, and not proceed with this process.

2. Is the complaint about someone who may have significantly harmed a student that has not yet been reported to the Principal? If Yes, you should report the matter immediately to the Principal (or the PMSA Board Chair if the matter involves the Principal), in accordance with our Child Protection Policy, and not proceed with this process.

3. Is the complaint about someone sexually abusing or likely to sexually abuse a student that has not yet been reported to the Principal? If Yes, you should report the matter immediately to the Principal (or the PMSA Board Chair if the matter involves the Principal), in accordance

	<p>with our Child Protection Policy and not processed with this process.</p> <p>4. Does the complaint relate to a student protection matter (i.e. sexual or likely sexual abuse involving a student, significant harm to a student or inappropriate behaviour by a staff member towards a student) that has already been reported to the school and which you believe has not been managed in accordance with Student Protection Processes?</p> <p>If Yes, complete the remaining questions on this form to assist us with managing your complaint. If No, please direct your concern to the Principal in the first instance.</p> <p>The Non-Compliance with Sunshine Coast Grammar School Student Protection Processes Complaint Form will help the school with information to assess your complaint and determine what action can be taken. Please complete all questions on the form.</p>
<b>Procedure Created/Review</b>	This procedure was created on 4th October 2022 and is due to be reviewed annually.