



This policy is designed and administered to reflect our mission and vision of building outstanding men and educating the whole person in an environment of Christian love and service.

## **College Complaints Policy**

NAG 3

### **Purpose**

This policy document is designed to outline to students, staff and the wider College community the process for receiving and the management of complaints in relation to the implementation of College policies, procedures, rules and regulations and the National Administration Guidelines. The aim of this policy is that complaints are managed in a timely and in a consistent manner.

### **Guidelines**

1. Complaints may be from students, parents/legal guardians, College staff, Board members or other members of the College Community.
2. Complaints need to be in writing. If the complainant is unable to put the complaint in writing, a representative of the College will, after hearing from the complainant, put the complaint in writing as soon as practicable.
3. Where appropriate independent guidance and / or counselling may be offered to Students and / or employees during an investigation process.

### **Procedure For Resolving Complaints**

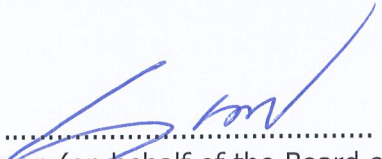
1. Following receipt of a complaint the Headmaster or Headmaster's representative will:
  - a. Acknowledge the receipt of complaint in writing to the complainant.
  - b. Inform the complainant of the complaints procedure according to this policy, including an indication of timeframes.
  - c. Consider the complaint and reach a decision regarding outcome(s). This may include an investigation conducted by the Headmaster (or representative), or an external investigator (depending on the severity of the complaint).
  - d. Consider whether it is appropriate for the complaint to be addressed in a lower level manner, such as a direct discussion between the parties, a cultural process, or a mediated discussion.
  - e. Complaints received regarding College Staff will be managed in accordance with all relevant provisions of the relevant Collective or Individual Employment Agreements, and if applicable the College's Staff Complaints Policy.

- f. The Headmaster (or representative) will make a decision in relation to the complaint as soon as practicable.
2. After making a decision, subject to obligations relating to privacy and confidentiality (including any decision that involves employment related matters), the Headmaster (or representative) will generally inform the complainant of:
  - a. The Headmaster's (or representative) decision in relation to the complaint and the reasons for that decision; and
  - b. Any actions the Headmaster (or representative) proposes to take as a result.

### **Procedure For Raising And Resolving A Complaint Against The Headmaster.**

1. Any complaint regarding the Headmaster should be sent to the Board of Trustees Chairperson via the Board of Trustees Secretary. The Board of Trustees Chairperson (or representative(s)) will:
  - a. Inform the complainant of the complaint procedure according to this policy, including an indication of timeframes.
  - b. Consider the complaint and reach a decision regarding outcome(s). This may include an investigation conducted by the Board Chair or another person appointed by the Board Chair.
  - c. Complaints received regarding the Headmaster will be managed in accordance with all relevant provisions of the relevant Collective or Individual Employment Agreement, and if applicable the Colleges Staff Complaints Policy.
  - d. The Board Chair (or representative(s)) will make a decision in relation to the complaint as soon as practicable.
2. After making a decision, subject to obligations relating to privacy and confidentiality (including any decision that involves employment related matters), the Board Chair (or representative(s)) will generally inform the complainant of:
  - a. The Board Chair's (or representative(s)) decision in relation to the complaint and the reasons for that decision; and
  - b. Any actions the Board Chair (or representative(s)) proposes to take as a result.

Approved by the Board of Trustees on 26 March 2024

Signed:   
Chairperson (on behalf of the Board of Trustees)

Next Review Date: March 2026