

Related Documents: Policy Form Other Document

1. POLICY STATEMENT

Through implementing this Policy, Anglican Schools provide an accessible, fair, transparent and efficient mechanism for addressing complaints by children, parents, staff, volunteers, visitors and members of the School community.

Complaints management processes support the rights of all children and young people, and consistent with their Statement of Commitment, reflect the School's responsibility for the safety, wellbeing and protection of students attending an Anglican School.

Anglican Schools will consistently seek to provide a safe and supportive living and learning environment for students, with staff, volunteers and visitors modelling and encouraging behaviours that uphold dignity, safety and wellbeing.

Anglican Schools will respond to all complaints in a timely and comprehensive manner. Schools will aim to create mutual understanding through dialogue and complaints management processes which will include clear communication with all parties.

Anglican Schools will not penalise, discriminate or take action against any person, who in good faith, acting honestly and reasonably, raises concerns or complaints.

2. COMPLAINTS MANAGEMENT PROCEDURES AND PROCESSES

The *Complaints Management in Anglican Schools Procedures* (the Procedures) support this Policy, and outline the roles, responsibilities and processes that will be used when actioning this Policy.

The Procedures also contain information on relevant definitions and key terms.

All complaints are to be responded to in a timely and transparent manner and managed in accordance with the complaints management processes outlined in the Procedures. This includes ensuring:

- reporting as required by legislation;
- all information disclosed or recorded as part of a complaints management process must be managed in accordance with privacy legislation and principles; and
- learnings from complaints processes form part of the Schools' quality improvement planning.

3. SCOPE

This Policy, developed by the Anglican Schools Commission and approved by Diocesan Council, applies to all Anglican Schools in the Diocese of Brisbane and any business associated with the School, including international colleges, with the exception of Education and Care Services (refer to Complaints Management in Anglican Education and Care Services Policy and Procedures).

Other Anglican Schools in Queensland have approval to use this Policy and associated Procedures.

This Policy and associated Procedures apply to all school staff, volunteers and visitors (including contractors) and relates to any student defined by the *Education (General Provisions) Act 2006*.

This Policy and the Procedures, must be made available to all persons employed by and associated with the School, including staff, students, parents, guardians and visitors. The documents should be available on the School website and obtainable from the School administration/reception.

Throughout this Policy and the Procedures, unless otherwise indicated, references to School staff include the Principal and all other employees.

4. GUIDING PRINCIPLES

This Policy and the Procedures are based on the following Principles:

- Respectful conduct, including seeking to achieve mutual understanding through dialogue.
- Accessibility, including the ability for any individual to make a complaint absent of penalty or discrimination.
- Procedural fairness, including the absence of victimisation, discrimination or retribution of any party.
- Clear and transparent communication: including the accessibility of the Policy and the Procedures generally, and the provision of information to all parties about processes and outcomes associated with a complaint.
- Timeliness and efficiency in the management of all complaints.

5. SUPPORTING DOCUMENTS

Alleged or suspected abuse or neglect of a child enrolled at the School, or inappropriate behaviours by a staff member or volunteer towards a child enrolled at the School, will be managed using the *Student Protection in Anglican Schools Policy and Procedures*.

The Brisbane Diocese's *Protocol for Dealing with Sexual Misconduct* will be used in the management of allegations of suspected sexual misconduct or harassment.

School policy or procedures, or in their absence, the Brisbane *Diocesan Bullying, Harassment and Discrimination Policy and Procedures* will be used in the management of alleged workplace bullying, discrimination, physical assault, harm or harassment.

School policy or procedures, or in their absence, the Brisbane *Diocesan Managing Unsatisfactory Performance and/or Behaviour Policy, Procedures and Guide for Managers* will be used in the management of workplace performance and behaviour.

The *Complaints Management Policy and Procedures* is consistent with *Policy and Procedures for Dealing with a Request for Review of Decision or Action of a Commission in the Diocese of Brisbane*.

6. COMPLAINTS RELATING TO NON-COMPLIANCE OF STUDENT PROTECTION IN ANGLICAN SCHOOLS POLICY AND PROCEDURES

If the complaint relates to the non-compliance of the *Student Protection in Anglican Schools Policy and Procedures*, and:

- relates to possible sexual abuse or likely sexual abuse of a student in an Anglican School; a complaint is to be made by writing to the Director of Professional Standards, Anglican Church Southern Queensland.
- does not relate to possible sexual abuse or likely sexual abuse of a student in an Anglican School:
 - for Anglican Schools owned or controlled by the Brisbane Diocese, a complaint is to be made by writing to the Executive Director of the Anglican Schools Commission, Anglican Church Southern Queensland.
 - for separately incorporated or other Anglican Schools, a complaint is to be made by writing to the Chair of the School's governing body.

7. APPEALS

Any person who has made a complaint in accordance with this policy and is dissatisfied with the complaint management, may make an appeal to the Archbishop of the Diocese of Brisbane.

8. RELEVANT LEGISLATION, CANON AND RELATED DOCUMENTS

Child Protection legislation

- *Child Protection Act 1999*

Education legislation

- *Education (Accreditation of Non-State Schools) Act and Regulations 2017*
- *Education (General Provisions) Act 2006*

Canon

- *Diocesan Governance Canon (Brisbane Diocese)*
- *Professional Standards Canon (Anglican Church of Australia)*

Related documents

- *2018 Records Retention Schedule for Anglican Schools in the Diocese of Brisbane*
- *Anglican Schools Commission Privacy Policy*
- *Complaints Management in Anglican Schools Procedures*
- *Diocesan Bullying, Harassment and Discrimination Policy and Procedures*
- *Diocesan Managing Unsatisfactory Performance and/or Behaviour Policy, Procedures and Guide for Managers*
- *Policy and Procedures for Dealing with a Request for Review of Decision or Action of a Commission in the Diocese of Brisbane*
- *Protocol for Dealing with Sexual Misconduct*
- *Student Protection in Anglican Schools Policy and Procedures*

9. POLICY REVIEW

The Anglican Schools Commission, in consultation with schools, will review this Policy and Procedures biannually, or as required.