



# MACKAY CHRISTIAN COLLEGE

Christian Education on Purpose

## 1S 31 Response to Student Complaints, Grievance and Appeals Policy

<b>Purpose:</b>	The purpose of this policy is to outline procedures for dealing with complaints as quickly as they arise.
<b>Scope:</b>	This policy applies to students, parents/carers and employees, and describes the step-by-step procedures to follow.
<b>Status:</b>	Approved, supersedes previous policy
<b>Authorised by:</b>	College Board
<b>Date of Authorisation:</b>	October 2024
<b>References:</b>	<p>Training and Employment Act 2000  Workplace Health and Safety Regulation 1997  Education (Work Experience) Act 1996  Education (Accreditation of Non-State Schools) Regulations 2017  Australian Education Regulations 2013  Fair Work Act 2009  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)  MCC Response to Complaints Policy  MCC Response to Student Complaints, Grievance &amp; Appeals Procedures  MCC Child Protection Policy  MCCC Work Health and Safety Policy  MCC Alcohol, Tobacco &amp; Illicit Drugs Policy  MCC Discrimination Prevention Policy  MCC Sexual Harassment Prevention Policy  MCC Disability Discrimination Prevention Policy  MCC Student Bullying Prevention Policy  MCC Behaviour Education Policy and related procedures  MCC Enrolment Policy  MCC Absence Management Policy  MCC Privacy Policy  MCC Copyright Policy</p>
<b>Review Date:</b>	Annually
<b>Responsible Person/s:</b>	College Principal, Head of Secondary and Head of Primary

The College is committed to:

- providing a learning environment in which complaints, grievances and appeals are responded to promptly and with minimum upset/distress and maximum protection to any parties concerned
- ethical and responsible management of complaints/grievances/appeals, transparency in decision-making processes and a visible, accessible and fair complaints process.

### **What is a Complaint/Grievance?**

For the purpose of this policy, complaints and grievances are treated as one and the same. They may, however, relate to different circumstances/contexts and therefore the means of dealing with them may differ slightly according to the particular circumstance. At Mackay Christian College, complaints/grievances have been categorised according to the circumstance/context in which they occur, as follows:

- a complaint/grievance about the action/s of another person/s in the College community, including complaints about administrative matters
- a complaint/grievance about the action/s of a person outside of the College community but associated with the College's VET program eg. a person with whom the student comes in contact during their structured work placement or during their participation as a school-based trainee or apprentice (SAT)
- a complaint/grievance/appeal related to dissatisfaction with assessment and/or results (apart from issues associated with assessment/results on work placement or during participation as a SAT).

The College has slightly different processes for dealing with each of the above. These are outlined separately in the Response to Student Complaints, Grievance and Appeals Procedures.

As well, students have a responsibility to contribute to the achievement of a productive, safe and equitable training and education environment. In particular complainants have a responsibility to:

- participate in the complaint/grievance/appeal resolution process in good faith
- cooperate fully in any investigation process
- assist the teacher/Principal handling the complaint to reach a satisfactory resolution wherever possible
- avoid complaining about the same matter to several different individuals at the same time
- avoid making complaints or counter-complaints which are unfounded.

Appropriate staff members of the College, as identified in the procedures outlined below, are responsible for responding to complaints and managing the resolution process.

A key principle of this College's complaint handling processes is that, wherever possible, complaints are resolved informally. A good guiding principle is for complainants to consider who would be the person most likely to have the relevant information to assist them in resolving their concern.

The following represents this College's complaint resolution principles:

- the complaint resolution procedure is based on the understanding that no action will be taken without consulting the complainant who has complained
- complaints will be handled with absolute fairness
- the rights of the person who has complained and the person about whom the complaint is made will be acknowledged and protected throughout the entire complaints resolution process
- in the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum
- employees or students involved in an official capacity in any aspect of the process will maintain absolute confidentiality at all times
- both parties have the right to representation during the complaint resolution process
- the complaint resolution procedure emphasises mediation (talking through the problem) and education (learning through the experience) while acknowledging that in some instances formal procedures and disciplinary action may be required
- where possible, complaints will be resolved informally
- victimisation of any student who has complained, or of any person about whom a complaint has been made, will not be tolerated.

Both parties retain the right to appeal against the outcome of the decision and the student who has complained retains the right to lodge a complaint with outside agencies at any point during the complaint resolution process.

**Documentation/Record Keeping**

All documentation relating to complaints/grievances/appeals will be kept strictly confidential and will not be accessible to anyone who is not directly involved in handling the complaint. Any material about the outcome of the complaint will be placed on the appropriate student and/or employee file and will only be accessible by authorised staff and the individual concerned. All outcomes of complaints/grievances/appeals will be in writing and will outline the decision and the reasons for the decision.