



MACKAY CHRISTIAN COLLEGE

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Response to Complaints Policy

Purpose:	The purpose of this policy is to outline procedures for dealing with complaints as quickly as they arise in a responsive, efficient, effective and fair way.	
Scope:	This policy applies to students, parents/caregivers, employees, contractors, volunteers and people undertaking work experience or vocational placements.	
Status:	Approved	Supersedes: Previous Policy
Authorised by:	Board Chair	Date of Authorisation: March 2023
References:	<ul style="list-style-type: none"> • <u>Education (Accreditation of Non-State Schools) Regulations 2017</u> • <u>Australian Education Regulations 2013</u> • <u>Fair Work Act 2009</u> • <u>Work Health and Safety Act 2011 (Qld)</u> • <u>Privacy Act 1988 (Cth)</u> • <u>Anti-Discrimination Act 1991 (Qld)</u> • <u>Australian Human Rights Commission Act 1986 (Cth)</u> • <u>Sex Discrimination Act 1984 (Cth)</u> • <u>Age Discrimination Act 2004 (Cth)</u> • <u>Disability Discrimination Act 1992 (Cth)</u> • <u>Racial Discrimination Act 1975 (Cth)</u> • MCC Enterprise Agreement • MCC Response to Complaints Procedure • MCC Work Health and Safety Policy • MCC Discrimination Prevention Policy • MCC Sexual Harassment Prevention Policy • MCC Disability Discrimination Prevention Policy • MCC Workplace Bullying Prevention Policy • MCC Privacy Policy • MCC Student Complaints, Grievance & Appeals Policy 	
Review Date:	Annually	Next Review Date: March 2024
Policy Owner:	Mackay Christian College Principal	



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5K 15 Response to Complaints Policy

Mackay Christian College is committed to ensuring that student, parent/caregiver and employee complaints are dealt with in a responsive, efficient, and effective and fair way. The college views complaints as part of an important feedback and accountability process. MCC acknowledges the right of students, parents/caregivers and employees to complain when dissatisfied with an action, inaction or decision of the college and the school encourages constructive criticism and complaints. Mackay Christian College recognises that time spent on handling complaints can be an investment in better service to students, parents/caregivers and employees.

The Response to Complaints Policy is to be read in conjunction with the Response to Complaints Procedure (5K 16).

Complaints that may be Resolved under this Policy

Mackay Christian College encourage students, parents/caregivers and employees to lodge promptly any concerns regarding sexual harassment, child protection, discrimination, workplace bullying and privacy breaches as well as more general complaints that include areas such as:

- the college, its employees or students having done something wrong
- the college, its employees or students having failed to do something they should have done
- the college, its employees or students having acted unfairly or impolitely
- issues of student or employee behaviour that are contrary to their relevant MCC Employee Code of Conduct or Student Behaviour Education Policy
- issues related to learning programs, assessment and reporting of student learning
- issues related to communication with students or parents/caregivers or between employees
- issues related to school fees and payments
- general administrative issues.

Student complaints may be brought by students or by parents/caregivers on behalf of their children, as appropriate in the circumstances.

Issues Outside this Policy

The following matters are outside the scope of this policy and should be managed as follows:

- Child protection concerns or risks of harm to children should be dealt with in accordance with the law and the MCC Child Protection Policy.
- Student bullying complaints should be dealt with under the MCC Student Bullying Prevention Policy or MCC Behaviour Education Policy.
- Student discipline matters, including matters involving suspension or expulsion, should be dealt with under the MCC Behaviour Education Policy and Behaviour Education Procedures.
- Employee complaints related to their employment should be directed to their supervisor.
- Student or employee violence or criminal matters should be directed to the Principal who will involve the Police as appropriate.
- Formal legal proceedings.

Response to Complaints Principles

Mackay Christian College is committed to managing complaints according to the following principles:

- complaints will be resolved with as little formality and disruption as possible
- complaints will be taken seriously
- anonymous complaints will be treated on their merits. Complaints will be dealt with fairly and objectively and in a timely manner
- Mackay Christian College will determine the appropriate person to deal with the complaint in the first instance. Complaints should be resolved with as little formality and disputation as possible
- mediation, negotiation and informal resolution are optional alternatives
- procedural fairness will be ensured wherever practicable, including the right of interested parties to the complaint to be heard
- confidentiality and privacy will be maintained as much as possible
- all parties to the complaints will be appropriately supported
- Mackay Christian College will give reasonable progress updates
- appropriate remedies will be offered and implemented
- provide a review pathway for parties to the complaint if warranted
- complainants, respondents and people associated with them will not be victimised as a result of lodging the complaints and they will not suffer any other reprisals
- the college will keep records of complaints
- the college's insurer will be informed if a complaint could be connected to an insured risk.

Responsibilities

Mackay Christian College

The college has the following role and responsibilities:

- ensure that this Policy and the associated Response to Complaints Procedure are available and accessible to all students, parents/caregivers and employees via the Mackay Christian College website and additionally a copy is provided upon request at any time
- develop, implement, promote and act in accordance with the college's Response to Complaints Policy and Procedures
- appropriately communicate the college's Response to Complaints Policy and Procedures to students, parents/caregivers and employees
- ensure that the Response to Complaints Procedures are readily accessible by students, parents/caregivers and employees
- upon receipt of a complaint, manage the complaint in accordance with the Response to Complaints Procedures
- ensure that appropriate support is provided to all parties to a complaint
- take appropriate action to prevent victimisation or action in reprisal against the complainant, respondent or any person associated with them
- appropriately implement remedies
- appropriately train relevant employees
- keep records
- conduct a review/audit of the Complaints Register from time to time
- monitor and report to the governing body on complaints
- report to the college's insurer when that is relevant
- refer to the Mackay Christian College Board immediately any claim for legal redress.

All Parties to a Dispute

The complainant and respondent both have the following role and responsibilities:

- apply and comply with the college's Response to Complaints Policy and Procedures
- lodge the complaint as soon as possible after the issue arises
- expect that the complaint will be dealt with fairly and objectively; in a timely manner; with procedural fairness wherever practicable; that confidentiality and privacy will be maintained as much as possible
- provide complete and factual information in a timely manner
- not provide deliberately false or misleading information
- not make frivolous or vexatious complaints
- act in good faith, and in a calm and courteous manner
- act in a non-threatening manner
- to be appropriately supported
- acknowledge that a common goal is to achieve an outcome acceptable to all parties
- recognise that all parties have rights and responsibilities which must be balanced
- maintain and respect the privacy and confidentiality of all parties
- not victimise or act in reprisal against any party to the dispute or any person associated with them.

Employees Receiving Complaints

Employees receiving complaints have the following role and responsibilities:

- act in accordance with the college's Response to Complaints Policy and Procedures
- inform the party lodging the complaint of how complaints can be lodged, when they should be lodged and what information is required
- provide the complainant with information about any support or assistance available to assist them in lodging their complaint
- provide the complainant with a copy of the college's Response to Complaints Policy and Procedures
- maintain confidentiality
- keep appropriate records
- to forward complaints to more senior employees, including the Principal, as appropriate
- not victimise or act in reprisal against the complainant, respondent or any person associated with them.

Implementation

Mackay Christian College is committed to raising awareness of the process for resolving complaints at the college, including by the development and implementation of this policy and related procedures, and via the clear support and promotion of the policy and procedures. The college is also committed to appropriately training relevant employees (especially senior staff) on how to resolve complaints in line with this policy and the related procedures.

Mackay Christian College will keep appropriate records of complaints, will monitor complaints and their resolution and will report on a high-level basis to the Mackay Christian College Board on complaint handling at the college. Mackay Christian College will act to encourage students, parents/caregivers and employees to contribute to a healthy college culture where complaints are resolved with as little formality and disruption as possible.

Last Reviewed: March 2023