



THE PENINSULA SCHOOL

Complaint Resolution Policy

Rationale of The Peninsula School Complaint Resolution Policy

The Peninsula School is a customer focused organisation committed to working with the school community to resolve any complaint in a fair and efficient manner. When problems arise we welcome contact to achieve a resolution, recognising that dealing with complaints in a timely and professional manner is of paramount importance.

Aims of the Complaint Resolution Policy

- To ensure that all complaints are managed and resolved fairly, efficiently and promptly
- To ensure that the school community is aware of the processes employed by the school to achieve resolution of any complaint
- To ensure that complaints are handled in a confidential and professional manner.

Structure/Content of the Complaint Resolution Policy

The School will adopt a four-phase approach:

A. Notification of Complaint & Acknowledgement

- A complaint may be made in person, via telephone or in writing
- Given the size and structure of the school, complaint's should be addressed to the following staff:
 - To the appropriate Head of Learning Area regarding Junior, Middle, Pre Senior or Senior School matters;
 - To the Director of International Programs regarding the English Language Centre;
 - To the Deputy Principals regarding Head of Learning Area or staff or student issues of a serious nature;
 - To the Business Manager regarding Staff other than teaching Staff;
 - To the Principal regarding matters of a serious, highly confidential nature; and
 - To the Chairman of the Board regarding the Principal
- In some circumstances a complaint may be referred to an alternative staff member
- Where possible, a complaint should include the following information:

- Name and contact details of the complainant;
- Dates and times of any specific incidents relevant to the complaint;
- Names of any students or staff relevant to the complaint;
- Any outcome being sought.
- Where appropriate, following receipt of a complaint, staff will provide a copy of the information obtained to the Principal
- Complainants will receive written acknowledgement of their complaint within 2 business days which will:
 - Confirm the nature of the complaint and the details provided;
 - Advise of the staff member handling the complaint and provide their full contact details;
 - Confirm any initial steps being undertaken to resolve the complaint; and
 - Provide a copy of this policy.

B. Investigation & Response

- In order to provide a considered response to any complaint, staff will undertake an investigation of the complaint and provide a response of their findings to the complainant within a period of 3 to 5 working days
- If the complaint is of an urgent nature the school will endeavour to provide a considered response as soon as practicable after receipt of the complaint
- The considered response will include the following:
 - Any investigations undertaken and the findings, subject to Privacy Legislation;
 - The school's position with respect to the complaint; and
 - A recommended resolution
- Where appropriate, a response is to be reviewed by the Principal.

C. Resolution

- Resolutions will vary from cases to case depending on the nature and circumstances of each complaint Resolutions could include, but are not limited to:
 - Acknowledgement of the complaint circumstances;
 - Reassurance of the complainant;
 - A verbal or written apology;
 - Disciplinary action; and/or
 - Any other appropriate resolution that may be appropriate in the circumstances.
- A communication confirming the resolution of the complaint will be sent to the complainant.



D. Review

- Where the complaint was of a serious nature the staff member responsible for handling the complaint will make contact with the complainant two and six weeks from the date of resolution to ensure that they are satisfied with the outcome. In the event that they are not satisfied the matter should be referred to the Senior Executive.
- Senior Executive will undertake a review of staff responses to specific complaints to ensure compliance with the policy.
- Senior Executive may seek guidance from appropriate authorities as to the School's response to specific complaints and any recommendations they may have.

Implementation of the Complaint Resolution Policy

- Parents, teachers, students and the community will be aware of the school's position on Complaint Resolution
- Staff will be made aware of their responsibilities with regard to the policy.
- Publication of policy via school publications.

Breach of Policy by Staff

- Any breach of this Policy by staff may be considered misconduct and disciplinary action taken, which may also result in a report to the Victorian Institute of Teaching.

Review of Policy

- This policy is to be reviewed annually.
- Review is to be undertaken prior to March 2017.

Contact details

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