



MLC
SCHOOL

Complaints & Grievances – MLC School Community

Policy & Procedures

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Contact	Deputy Principal
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Complaints & Grievances – MLC School Community Policy

PURPOSE

The purpose of this policy is to assist the MLC School Community to raise a complaint or, resolve a grievance within an atmosphere of respect, guidance and support within a timely and effective manner.

SCOPE

This policy applies to all students, staff, parents/carers and external parties. A complaint may be about a process, staff member/s or about another MLC School student. In certain circumstances, these procedures may be used to manage a complaint about a person who is not an MLC School employee or student but who is involved in a School related activity.

Complaints include any allegation of staff misconduct, reportable conduct, corrupt conduct or improper behaviour.

Complaints may relate to any concern about communication, behaviour or activity that has occurred within the School.

Complaints should not include:

- i. Any disagreement with a Policy or Procedures of the School.
- ii. An expression of dissatisfaction with the general direction or School strategy.

POLICY STATEMENT

MLC School is committed to providing a work and study environment that is safe, fair and free from discrimination for all members of the School community.

An essential part of developing that environment is ensuring that staff, students and parents/carers are encouraged to come forward with their matters of concern and complaints in the knowledge that the School will take prompt and effective action to address these concerns.

Procedural fairness will be maintained at all times and be embedded in all procedures relating to complaints and grievances and their resolution.

KEY PRINCIPLES

The key principles of this policy are:

- i. Complaints will be treated seriously and sensitively, with regard to procedural fairness, confidentiality and privacy. Requirements relating to confidentiality and privacy extend to the use and storage of any information and records related to a complaint.
- ii. Complaints should be handled quickly and as close as possible to their source. This may be modified by the nature of the complaint and the complainant's wishes. Complainants should raise concerns as early as possible after the incident/s occurred.
- iii. Wherever possible, complaints should be resolved by a process of discussion, cooperation and conciliation. The aim is to reach a mutually acceptable outcome that minimises any potential detriment to ongoing relationships.
- iv. Both the person raising the complaint and the person against whom the complaint is made will receive appropriate information, support and assistance in resolving the complaint.
- v. No person should be victimised because they raise a complaint or are associated with a complaint.
- vi. No person should instigate complaints that are frivolous or malicious. All persons are expected to participate in the complaint resolution process in good faith.
- vii. Complaints about Privacy – please refer to the School's Privacy Policy and Procedures for registering a complaint.

DEFINITIONS

Term	Meaning
Complaint	Relates to a specific issue most likely associated with a single incident or event but may also relate to a series of smaller related incidents, raised with an individual or the School.
Grievance	Relates to a member of the community and the impact of a decision or action within the School, that in respect to themselves may be considered unfair or disadvantageous.

Complaints & Grievances – MLC School Community Procedures

1. PURPOSE

The purpose of this procedure is to:

- i. To assist members of the MLC School Community to resolve a grievance within an atmosphere of respect, guidance and support.
- ii. To resolve grievances in a timely and effective manner.

2. SCOPE

This policy applies to all students, staff, parents/carers and external parties. A complaint may be about a process or another MLC School student/s or staff member/s. In certain circumstances, these procedures may be used to manage a complaint about a person who is not an MLC School employee or student but who is involved in a School related activity.

Complaints include any allegation of serious misconduct, including corrupt conduct or improper behaviour.

Complaints may relate to any concern about communication, behaviour or activity that has occurred within the School.

Complaints should not include:

- i. Any disagreement with a Policy or Procedures of the School.
- ii. An expression of dissatisfaction with the general direction or School strategy.

3. KEY PRINCIPLES

The general key principles are to be taken into account:

- 3.1 Complaints will be treated seriously and sensitively, with regard to procedural fairness, confidentiality and privacy. Complaints will be recorded in a timely and consistent manner and requirements relating to confidentiality and privacy extend to the use and storage of any information and records related to a complaint.
- 3.2 Complaints should be handled quickly and as close as possible to their source. This may be modified by the nature of the complaint and the complainant's wishes. Complainants should raise concerns as early as possible after the incident/s occurred.

- 3.3 Wherever possible, complaints should be resolved by a process of discussion, cooperation and conciliation. The aim is to reach a mutually acceptable outcome that minimises any potential detriment to ongoing relationships.
- 3.4 Both the person raising the complaint and the person against whom the complaint is made will receive appropriate information, support and assistance in resolving the complaint.
- 3.5 No person should be victimised because they raise a complaint or are associated with a complaint.
- 3.6 No person should instigate complaints that are frivolous or malicious. All persons are expected to participate in the complaint resolution process in good faith.
- 3.7 Complaints about Privacy – please refer to the School's Privacy Policy and Procedures for registering a complaint.

4. PROCEDURES

4.1 Parents

- 4.1.1 Contact the School and arrange to speak to the appropriate person. If you are reporting serious misconduct or reportable conduct, contact the Principal or the Deputy Principal.
Depending on the nature of the issue contact the subject or class teacher, Luminary, Stage Coordinator Head of Year or Head of Department
 - 4.1.1.i If the issue involves a student who is not your child, you must not speak directly to that student. Instead, the issue will be dealt with by the school. Contact the school and arrange to speak to your daughter's class teacher, Luminary, Stage Coordinator or Head of Year who will then contact other relevant staff to deal with the issue.
 - 4.1.1.ii Do not go directly to a classroom. Lessons are carefully planned and executed and it is not appropriate to interrupt. Members of staff will always arrange a time outside their teaching commitments to see parents.
 - 4.1.1.iii Explain the situation clearly and objectively to the School. Providing written notes can be very helpful.
 - 4.1.1.iv Working with the School, devise a course of action that addresses the issue and allows a reasonable timeframe for the issue to be addressed.
- 4.1.2 If you believe the grievance has not been resolved, arrange to speak to a senior member of staff such as the Assistant Head of Senior School or Deputy Head of Junior School, or

a relevant senior member of staff such as the Director of Music, Director of Sport or Director of Co-curricular.

4.1.3 If the grievance has still not been resolved, arrange to speak to the Head of Senior School, the Head of Junior School or the Head of Learning and Teaching.

4.1.4 If there remains no resolution, arrange to speak to the Deputy Principal.

4.1.5 If there still remains no resolution, you should contact the school and arrange a time to speak to the Principal.

4.2 Students

4.2.1 How to raise a Concern or Complaint Procedures for Students are located in the School Diary – Policies and Procedures Section.

4.2.2 Procedures are available for Junior School students and Senior School students.

4.2.3 These procedures are updated and published annually in the School Diary.

4.3 Staff

4.3.1 All staff grievances are reported through Human Resources but teachers and support staff may, initially, make their grievance known to any senior member of staff who will pass it on.

4.4 Contact Details

4.4.1 Online

Via the School Community Website - <https://www.mlcsyd.nsw.edu.au/contact-us/provide-feedback-or-complaint>

4.4.2 In Writing

The Principal
MLC School
PO Box 643
Burwood NSW 1805

4.4.3 By Email

To: enquiries@mlcsyd.nsw.edu.au

4.4.4 Chair of Council for any concerns relating directly to the Principal.

Attention: Chair of Council

CONFIDENTIAL

C/- MLC School

PO Box 643

Burwood NSW 1805

5. ACTIONS AND RESPONSIBILITIES

The actions and responsibilities to be undertaken in respect of this procedure are set out below:

5.1 The Deputy Principal is responsible for:

- a) Reviewing policy and procedures regularly.
- b) Ensuring procedural fairness at all times.
- c) Support and care of parents and students.

5.2 Human Resources is responsible for:

- a) Staff support and awareness of policy and procedures for staff.
- b) Support and care of staff.

6. RELATED POLICIES & SUPPORTING DOCUMENTS

- Student Diary
- MLC School Community Website - <https://www.mlcsyd.nsw.edu.au/contact-us/provide-feedback-or-complaint>
- MLC School Privacy Policy and Procedures

7. ACCESS

Not restricted

This document is available to all stakeholders via the School's Community website.

This document is available to all staff via Domus.

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