

Howayek Providence Limited trading as

MARONITE COLLEGE OF THE HOLY FAMILY



Maronite College of the Holy Family policies have a commitment to Maronite Catholic ethos and values and should be read in conjunction with other policies and procedures and with relevant legislation.

COMPLAINTS HANDLING POLICY and PROCEDURES for All Stakeholders

This policy and its procedures supersedes all previous policies and procedures relating to matters contained herein.

COMPLAINTS HANDLING POLICY and PROCEDURES for All STAKEHOLDERS (Parents, Guardians, Students, Staff, Volunteers, Contractors and Community)

Mission: *“Inspired by the Maronite Sisters of the Holy Family,
we accompany our students in the realisation of their potential.”*

Vision: *“We challenge our community to grow in faith, strive for excellence and transform the future.”*

Motto: *Know Love Serve*

Ethos: *“The College strives to instil in students the teachings of Jesus.
Emphasis is firstly given to providing a Maronite Catholic foundation through regular prayer,
celebration of the Sacraments, commitment to the Word of God, and openness to grace.
Secondly, all are encouraged to see the best in themselves and in one another, as Paul writes,
‘Whatever is true, whatever is honourable, whatever is just, whatever is pure, whatever is pleasing, whatever
is commendable, if there is any excellence and if there is anything worthy of praise,
think about these things’ (Phil 4:8).
Emphasises is on treating all with dignity, service, forgiveness, justice, and love.
Thirdly, the College is a community which promotes a sense of family among the Sisters, Board Members,
staff, students, parents, and friends.”*

1. INTRODUCTION

Maronite College of the Holy Family is committed to developing an educational and inclusive organisational culture based on mutual trust and respect.

We acknowledge that, sometimes, complaints about a decision, behaviour, communication, act or omission may arise. While most issues can be resolved through direct discussion with the parties, there may be instances in which this is not possible.

The Maronite College of the Holy Family’s policies have a commitment to the Maronite Catholic ethos and values and should be read in conjunction with other policies and procedures with relevant legislation.

2. SCOPE

The Complaints Handling Policy (the Policy) and Procedures (Procedures) applies to the management of complaints made in respect to or about services provided by the Maronite College of the Holy Family or against staff members, which includes employees, contractors and volunteers, or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required.

This Policy defines and articulates the principles and context of complaints handling at the College and resonates the NSW Child Safe Standards. The Policy outlines the procedures for students, parents/guardians, staff and community members who have a complaint informally or formally, in regard to the Maronite College of the Holy Family.

3. POLICY EXCLUSIONS

This Policy and following procedures do not extend to personal grievances between parents, guardians or other members of the College community.

Parents, Guardians or student complaints on discrimination, harassment and bullying, including cyber bullying, are asked to refer to the College *Anti-Bullying Policy and Procedures, ICT (Information & Communication Technologies) Policy, Staff and Student Acceptable Usage Policies and BYOD Policy* for the most effective process to resolve the issue.

Staff members who wish to make a discrimination, harassment or bullying complaint against another staff member, must refer to the College *Employment Relations Policy and Procedures*. Where they will find comprehensive information and a clearly defined process.

A teacher who wishes to make an accreditation complaint against the supervisor or College must refer to the College's *Teacher Accreditation Procedures* for the complaint process.

People who wish to make a complaint regarding whistleblowing disclosures is dealt with in the Maronite College of the Holy Family Policy *Whistleblowing Policy*.

A whistleblowing disclosure is a disclosure which:

- Is made by a board member, staff member, a person who supplies goods or services to the school, including a volunteer, an employer of a supplier or a relative of any of these people.
- Involves alleged misconduct, an improper state of affairs or circumstances, or illegal activity, and
- Is made to a senior staff member, or officer of the school, the school's auditor, or a person who the school has authorised to collect such disclosures.

4. RELATED POLICIES

This Policy should be read in conjunction with associated College documentation.

- Enrolment Policy
- Student Behaviour Management Policy and Procedures
- Student Attendance Policy and Procedures
- Child Protection Policy and Procedures
- Anti-Bullying Policy and Procedures
- Student Welfare Policy and Procedures
- Staff Code of Conduct Policy
- Privacy Policy, Plan dan procedure
- Employment Relations Policy and Procedures
- Respective Parent, Student or Staff Handbook.
- Conflict of Interest Policy

5. UNDERSTANDINGS

This Complaints Handling Policy and associated Procedures adheres to the following understandings of the law.

Complainant:

The person raising a complaint or grievance. In this Policy and Procedures, the complainant refers to students, parents, guardians, staff and community members.

Respondent:

The person with whom the complaint has been made against.

Procedural Fairness:

"Procedural fairness is a basic right of all when dealing with authorities. Procedural fairness refers to what are sometimes described as the '*hearing rule*' and the '*right to an unbiased decision*' (NESA (NSW Education Standards Authority) 2020).

The '*hearing rule*' includes the right of the person against whom an allegation has been made to:

- Know the allegations related to a specific matter and any other information which will be taken into account in considering the matter.
- Know the process by which the matter will be considered.
- Respond to the allegations.
- Know how to seek a review of the decision made in response to the allegation.

The '*right to an unbiased decision*' includes the right to:

- Impartiality in an investigation and decision-making.
- An absence of bias by the decision-maker." (NESA 2020)

6. COLLEGE PRINCIPLES (NSW Child Safe Standards 1, 2, 3, 4, 5, 6, 7, 8, 9 and 10)

Maronite College of the Holy Family is committed to ensuring complaints are addressed appropriately and in a timely manner. Thus, when dealing with any complaint or grievance, the College adheres to the following principles.

(a) Commitment

The College will investigate all complaints in accordance with this Policy. This will be reflected in the:

- Adoption and distribution of this Complaints Handling Policy and Procedures.
- Appropriate induction and training of employees, contractors and volunteers in the implementation of this Policy.
- Monitoring and evaluating the effectiveness of this Policy and its Procedures.

(b) Responsiveness

Complaints will be dealt with promptly. The Executive Principal or Executive Principal's appointed delegate will respond in writing within 7 working days to the complainant. The process and the time needed to resolve an issue will vary depending on the nature and complexity of the complaint.

(c) Visibility

The existence of this *Complaint Handling Policy and Procedures*, its purpose and the method of accessing it will be promoted externally to the community via the College website. A Complaint Form (Appendix 2) is included in this document for stakeholders to use.

(d) Subsidiarity

The process of responding to a formal complaint will reflect the principle of subsidiarity. This means that we expect that complaints may be resolved wherever possible at the lowest level of management necessary for their proper resolution.

(e) Procedural Fairness

The principles of procedural fairness will be followed with all complaints or grievances. The Maronite College of the Holy Family procedural fairness includes:

- Providing the complainant (you) the opportunity to put your case forward.
- Offering the complainant assistance to ensure you are aware of the Complaint Handling Procedures included in this document.
- Informing the respondent of the substance of the complaint and providing an opportunity for the person to respond.
- Respondent is provided ample notice to attend meetings (minimum of 24 hours' notice in accordance with Catholic Employment Relations).
- Ensure all parties involved are provided the opportunity to have a support person attend a meeting with them.
- Providing the respondent with information about the complaint investigation process including outcomes.
- The complaint process including investigations are strictly confidential.
- Assessing the facts and circumstances of the situation objectively and determining the complaint fairly and equitably.
- Determining the complaint as expeditiously as possible and advising the determining outcome of the complaint to the respondent.
- Providing the complainant with details of the final determination and reasons for the decision.
- Informing the complainant and respondent of any avenue for review.

(f) Confidentiality and Privacy

Confidentiality is an obligation to the provider of information. Privacy is an obligation to the subject of the information.

In making a complaint, you can feel secure that your complaint will remain appropriately confidential in accordance with the Privacy Act 1988.

Confidentiality will be always respected within the constraints of the need to fully investigate the complaint. The obligation to maintain confidentiality extends to *all* parties involved and the handling and storage of all information and evidence associated with the complaint.

(g) Access and equity

The complaints handling process is accessible to all stakeholder on the Maronite College of the Holy Family website www.mchf.nsw.edu.au. Additional assistance is available if you are from a culturally and linguistically diverse background, have a disability, or are a young person.

(h) No victimisation

If you make a complaint in good faith, you will be rigorously protected from detrimental action including victimisation or unfair treatment.

Staff inappropriate behaviour regarding this, may lead to termination of employment.

(i) Vexatious or malicious complaints

There is an underlying assumption that complaints are made in good faith and with good will, with an intention for resolution, as opposed to retribution.

(j) Anonymous complaints

Anonymous complaints do not reflect the principles outlined above. If you make an anonymous verbal complaint to the College, you will be encouraged to identify yourself and put your complaint in writing in order for the procedures outlined in this Policy to be implemented fully. (Appendix 2 Complaint Forms).

7. COMPLAINTS (NSW Child Safe Standards 2, 3, 4, 6,7 and 10)

A complaint or grievance is an expression of dissatisfaction made to the College about an educational and/or operational matter relating to services provided by the College or the behaviour or decisions of a staff member, contractor or volunteer, including misconduct.

The College will seek to resolve complaints informally where possible but acknowledges that in some cases a person may wish to make a formal complaint.

This Policy and its Produces encompasses complaints and grievances from all stakeholders in regard to the Maronite College of the Holy Family this includes any:

- Student
- Parent/Carer
- Staff member
- Volunteer
- Contractor
- Community member

A complaint or concern about the misconduct or allegation about a staff member should be raised **directly** with the Executive Principal Executive.Principal@mchf.nsw.edu.au as soon as possible as it may constitute reportable conduct. The Executive Principal or Executive Principal's delegate will address the matter in accordance with the Children's Guardian Act 2019, Working with Children Act 2012, Children and Young Persons (Care and Protection) Act 1998 and Crimes Act 1900. Please refer to the College *Child Protection Policy and Procedures* for information on reportable conduct and procedural action taken by the College.

The complainant or concerned person, is not required to consider whether the staff member's conduct is reportable before informing the Executive Principal. **Any concern about a student's safety, wellbeing or welfare is important** to the College and can be reported under this Policy.

8. RAISING A COMPLAINT (NSW Child safe Standards 2, 3, 5 and 6)

Informal complaints may be raised by a complainant directly with the person involved. However, if the complainant does not feel comfortable doing so or, the matter is one where it may not be appropriate to do so, a complaint can be made to the Executive Principal's delegate.

Should the matter not be resolved through informal College processes, the complainant may raise the matter formally with the College. A formal complaint should be made in writing to the Executive Principal or Executive Principal's delegate, (refer to Appendix 2). The Executive Principal or Executive Principal's delegate will acknowledge receipt of a formal complaint in writing within 7 working days of receipt.

Where a person wishes to make a formal complaint concerning the Executive Principal, the complaint should be made in writing to the Chair of the Board for the Maronite College of the Holy Family, via email mchfboard@mchf.nsw.edu.au. In this situation, the position in this Policy relating to the role of the Executive Principal should be read as a reference to the Chair of the Board.

9. HANDLING COMPLAINTS (NSW Child Safe Standards 2, 3, 5, 6, 9 and 10)

The following are the steps Maronite College of the Holy Family assumes when handling a complaint from a stakeholder.

9.1 Assessing the Complaint

The Executive Principal or Executive Principal's Delegate will assess the complaint and determine:

1. Whether the complaint is one to be addressed under this Policy or is a staff grievance or reportable conduct matter which are dealt with by the relevant policies.
2. The priority of the complaint in accordance with the urgency and/or seriousness of the matter raised.
3. Whether the College may be required to report the matter to the Department of Communities and Justice (DCJ), Police, or other relevant authorities, should the complaint relate to possible unlawful conduct or other reportable matters.

9.2 Managing a Formal Complaint

The Executive Principal or Executive Principal's delegate will manage a formal complaint in accordance with the following steps.

1. Advising the complainant of the likely steps that will be undertaken by the College in relation to their complaint.
2. When appropriate, advising the respondent of the complaint at a pertinent time and providing them the opportunity to respond.
3. Meeting with the respondent to advise them of an investigation, the name of the investigator and explain what they may expect during the investigation process.
 - Role of investigator
 - Scope, context and purpose of investigation
 - Confidentially
 - Notice to attend meetings
 - Support persons present at meetings
 - Record keeping – note taking, documentation and the giving of permission to record the conversation if applicable.
4. Collecting any additional information, the College considers necessary to assess the complaint.
5. Making a decision about how the complaint will be resolved.
6. Advising the complainant in writing, and any other relevant parties as appropriate, of

the decision made by the Executive Principal or Executive Principal's delegate and if appropriate, any proposed action to be taken.

7. Records and evidence from the formal complaint, will remain confidential and securely stored on the College premises by the Executive Principal or Executive Principal's delegate.

There may be circumstances where some of the steps outlined above are not appropriate. Maronite College of the Holy Family will determine on a case-by-case basis, the most appropriate method of handling the complaint.

A complainant and the relevant parties may choose to have an appropriate support person present at any meeting where representatives of the College are present. However, Maronite College of the Holy Family maintains the right to determine whether the person's preferred support person is appropriate and may not approve the attendance of a support person where they are determined by the College to be inappropriate.

All documentation collected during the formal complaint process will be securely stored at the College by the Executive Principal or Executive Principal's delegate.

If you have any queries about this Policy and procedures, or the form, contact the Head of HR and Compliance via email jslattery@mchf.nsw.edu.au

The proceeding information consists of the relevant separate procedures for different stakeholders and the support available to them.

- A: Parent and Guardians Complaint Procedure
- B: Students Complaint Procedure
- C: Staff Complaint Procedure
- D: Community Complaint Procedure

A. PARENTS and GUARDIANS COMPLAINT PROCEDURE

1. GENERAL COMPLAINTS

The Maronite College of the Holy Family encourages parents/guardians with an informal complaint, to seek to resolve the matter between the complainant and staff member or parent/guardian. If the complaint or grievance is unable to be resolved by the end of the informal process, escalate the complaint to the next level of seniority.

The first step with any complaint is to ensure, so far as reasonably practicable, that the appropriate person is handling your complaint on the basis of subsidiarity. The following structure provides the complainant the most suitable person to take the complaint to. If dissatisfied with the response, communicate the complaint to the next level of seniority in the College.

- Level 1: Classroom Teacher (Primary)
Homeroom or Subject Teacher (Secondary)
- Level 2: Stage Coordinator (Primary)
Year Advisor or KLA Coordinator (Secondary)
- Level 3: Head of College
- Level 4: Executive Principal

Refer to: Appendix 1 *Parent Communication Protocol*.
Appendix 2 *Parent/Guardians Complaint Form*.

2. COLLEGE COMPLAINTS

A parent or guardian wishing to make a complaint about services provided by the College should contact the College. Email: admin@mchf.nsw.edu.au or in person and request to speak to the Head of College or an Executive Member.

The Executive will:

1. Take the contact details of the complainant and will ask the complainant to briefly describe the nature of the complaint.

2. Inform the Executive Principal or Executive Principal's delegate the day the complaint is received.

The Executive Principal or Executive Principal's delegate will:

1. Within 7 days of receiving the complaint contact the complainant and arrange a meeting. During this meeting, the Executive Principal or Executive Principal's delegate will ask the complainant to clarify the nature of the complaint including the context of the matter, who is involved, when it happened, where it happened, any other contextual information and the resolution that is sought.
2. Advise the person against whom the complaint has been made and provide them with the opportunity to respond.
3. Confidentially, notify all relevant parties.
4. Determine the process of the investigation and record it.
5. Forward a copy of the information to the person most appropriate for following up the complaint.
6. When the enquiry is finalised, the documentation is returned to the Executive Principal for final closure. The Executive Principal will ensure accurate and confidential records have been maintained and stored securely.
7. The Executive Principal will meet with the complainant to finalise the matter. *No further action will be taken when the complainant is satisfied with the explanation given at the time of making the complaint except when the complaint refers to matters that must be investigated under Child Protection Legislation.*

3. CHILD PROTECTION COMPLAINT or CONCERN

Parents/Guardians who have a complaint or concern about a staff member's (employees, volunteers and contractors) inappropriate behaviour towards a student, misconduct or allegation towards staff member in regard to the safety, welfare or wellbeing of a student, must **report it immediately** to the Executive Principal or Executive Principal's delegate, the Department of Communities and Justice (DCJ) or police for *any* of the following reasons:

1. Grooming behaviour towards a student from a staff member.
2. Risk of physical or sexual abuse or ill-treatment (*physical or sexual abuse*).
3. Staff member's behavior towards the student causes or risks psychological harm (*emotional abuse*).

Maronite College of the Holy Family has the following procedure in place to support parents who have a complaint or allegation against staff misconduct and reportable conduct.

1. Meeting with the Executive Principal to discuss your concern.
2. The Executive Principal will make a written report and consult confidentially with the relevant College stakeholders.
3. Notification will be made by the Executive Principal to the relevant and appropriate authorities such as Department of Communities and Justice (DCJ), Office of the Children's Guardian and/or the Police (if necessary).
4. The Executive Principal will inform the College Board of any Child Protection misconduct and allegations against a Staff member.
5. The Executive Principal will keep records and evidence confidential and stored in a secured 'Complaints' file.

4. BEHAVIOUR, ATTENDANCE or ACADEMIC COMPLAINT

1. Write a note/email directly to the teacher requesting an appointment time or ring the office and the administration staff will pass on the request to the teacher.
2. The teacher will contact you within 7 days and organise an appointment time convenient to both parties.

3. The teacher will record details during the meeting and the agreed outcome/resolution by both parties.

If the parent/guardian is still concerned or there is no agreed resolution, the teacher as a duty of care, will inform the Stage Coordinator (Primary), KLA Coordinator or Year Advisor (Secondary).

4. The Stage Coordinator (Primary), KLA Coordinator or Year Advisor (Secondary) will contact the parent/carer within 7 working days to organise a meeting where they will advise the parent/carer of all the alternatives which need to be considered in regard to behaviour, attendance or academics. If an outcome cannot be achieved the Stage Coordinator, KLA Coordinator or Year Advisor will consult with the appropriate member of the College Executive Team. If an outcome can still not be achieved, then the matter will be referred to the College Executive Principal.
5. The Executive Principal will meet with the complainant to finalise the matter. *No further action will be taken when the complainant is satisfied with the explanation given at the time of making the complaint except when the complaint refers to matters that must be investigated under Child Protection Legislation.*

There are times when your child may sustain an injury outside of the College which impacts on their attendance at the College.

Any injuries which impact on the student's mobility the College must be notified prior to the student attending so that a Risk Assessment can be formulated and in place on the student's first day back at school. Parents should also contact the Stage Coordinator, KLA Coordinator or Year Advisor prior to the student returning to the College.

B. STUDENTS COMPLAINT PROCEDURE

Maronite College of the Holy Family takes all student complaints seriously. The first step with any complaint is to ensure, as far as reasonably practicable, the appropriate person is handling your complaint.

The following structure provides the student the most suitable person to take the complaint to. If dissatisfied with the response, communicate your complaint to the next senior level in the College.

- Level 1: Classroom Teacher (Primary)
Homeroom or Subject Teacher (Secondary)
- Level 2: Stage Coordinator (Primary)
Year Advisor or KLA Coordinator (Secondary)
- Level 3: College Executive Team Delegate
- Level 4: Executive Principal

You will be asked to write down your complaint and provide as much detail as possible (Appendix 2 Complaint Form).

Students who are unable to write their complaint or concern, will be asked by the adult if you give your permission for the adult to write the information down for you.

The person writing the complaint on behalf of the complainant must verify with the student, the written facts are correct (reading what has been written for you) to ensure it is an accurate account of your complaint.

1. COMPLAINT AGAINST a STUDENT

Student Complaint Procedure

1. The student will have a fair opportunity to know and understand what the allegation is and what evidence supports it.
2. The investigative process will be conducted in an impartial and objective manner.
3. The student will be given a reasonable opportunity to think about the matter and prepare a response.
4. In serious cases students may seek guidance from parents/guardians before responding.
5. There will be impartiality in all procedures connected with the making of a decision.
6. Decision-making will be based on a balanced and considered assessment of information without bias.

2. COMPLAINT AGAINST a STAFF MEMBER

The procedure for making a complaint about a staff member (employee, contractor or volunteer).

1. The complainant (student) addresses the complaint in writing to the Head of College (Appendix 2).
2. The Head of College may seek additional details to resolve the complaint.
3. If the complaint is not resolved the Head of College will take the complaint to the Executive Principal.
4. The Head of College informs the complainant (student) on the progress of their complaint.
5. The Executive Principal makes the decision as to whether the complaint needs to be investigated.
6. The complainant is informed of the College decision.

3. CHILD PROTECTION COMPLAINT or CONCERN

If your complaint or concern is about a staff member who by their behaviour or actions, makes you feel unsafe you must tell an adult you trust. The adult you share (disclose) the information with, will act immediately to **keep you safe** from harm, even if the risk of harm hasn't happened yet. Your complaint or concern will be kept *confidential*. Only the people who can best help you will be informed.

4. STUDENT SUPPORT

The College will provide you with support from an adult of your choice and/or the College Psychologist or you can contact



Kids Help Line
Free call: 1800551800
Website :kidshelpline.com.au



Beyond Blue
Free call: 1300224636
Website: www.beyondblue.com.au

C. STAFF COMPLAINT PROCEDURE

The Maronite College of the Holy Family take all complaints seriously.

It is important the staff complainant is familiar with the appropriate Maronite College of the Holy Family's Policy and Procedures that are in place before proceeding. The area you may wish to make a complaint about maybe part of a person's role or College expectations through policies and procedures. The following lists may be of assistance to you.

Students:

Student Behaviour Management Policy and Procedures.
Attendance Policy and Procedures.
Student Welfare Policy and Procedures
Student ICT Acceptable User Policy.
Anti-Bullying Policy and Procedures.

Parents/Guardians:

Enrolment Policy.
Parent Handbook.
Conflict of Interest Policy.
Privacy Policy, Plan and Procedures.
Child Protection Policy & Procedure.

Staff Member:

Staff Code of Conduct Policy.
Employment Relations Policy and Procedures.
Conflict of Interest Policy.
Privacy Policy, Plan and Procedures.
Child Protection Policy and Procedures.
Staff Role Descriptions.
Staff Handbook.
Staff Bulletin/Scoop.

1. WORKPLACE COMPLAINT

A workplace complaint is a clear statement, written or oral, raised by a staff member regarding a genuine work-related concern. This can include interpersonal conflict, perceived breach of Policy, the allocation of work, developmental opportunities or a perceived unfairness in the workplace (Refer to *Employment Relations Policy and Procedures*).

The Maronite College of the Holy Family encourages staff with an informal complaint to seek to resolve the matter between the complainant and the other party as often, the problem stems from miscommunication. If the complaint is unable to be resolved by the end of the informal process, escalate the complaint to the next level of seniority.

- Level 1: Stage Coordinator (Primary)
Year Advisor or KLA Coordinator (Secondary)
- Level 2: Head of College
- Level 3: Executive Principal

The College will instigate the steps stated in this Policy when handling formal complaints from staff.

Staff must maintain confidentiality (Privacy Act 1988) throughout the complaint process and investigation (if required) until a decision has been made and any action determined.

Staff are reminded that reprisal or vindictive behaviour towards another staff member may result in termination of employment.

NOTE: The procedure for handling discrimination, harassment and bully complaints from staff can be found in the College *Employment Relations Policy and Procedures*.

2. CHILD PROTECTION COMPLAINT or CONCERN

The Maronite College of the Holy Family has the following procedure in place to support staff who identify a child at significant risk of harm or have a complaint or allegation against a staff member's misconduct or reportable conduct.

1. Meet with the Executive Principal to discuss your concern as soon as possible.
2. The Executive Principal will make a written report and consult with pertinent stakeholders.
3. Notification will be made by the Executive Principal to the relevant authority such as the Department of Communities and Justice (DCJ), Office of the Children's Guardian (OCG) or Police.
4. The Executive Principal will inform the College Board of any Child Protection, misconduct, or allegations against the staff member.
5. The Executive Principal will keep records and evidence confidential in a secured 'Complaints' file.

IMPORTANT: If a student has *disclosed information* to you, speak to the Executive Principal or Executive Principal's delegate immediately.

3. LEADERSHIP COMPLAINT

To make a complaint about a decision or behaviour of an Executive Member, write the complaint and present it to the next level of seniority (Appendix 2).

It is imperative confidentiality is maintained throughout the complaint process and investigation (if required) until a decision has been made.

To make a formal complaint about the Executive Principal, the complaint should be made in writing to the Chair of the Board for the Maronite College of the Holy Family, mchfboard@mchf.nsw.edu.au

4. STAFF SUPPORT

The College provides access for all employees who may wish to seek support. The *Employee Assistance Program* (EAP) is a free confidential counselling service. Phone: 80077474 Email: <https://eapassit.com.au>

D.**COMMUNITY COMPLAINT PROCEDURE**

If a member of the community is dissatisfied with the College, they are asked to first contact the Main Office either by phone 96336600 or via email admin@mchf.nsw.edu.au The administration personnel will direct your complaint or concern to the appropriate staff member.

Serious complaints from the public, will be directed to the Executive Principal. The *Complaints Form* (Appendix 2) may assist you.

LEGISLATION, REGULATIONS & REQUIREMENTS

Education Act 1990

Children's Guardian Act 2019

Working With Children Act 2012

Children and Young Persons (Care and Protection) Act 1998

Child Safe Standards 2022

Commonwealth Privacy Act 1988

Privacy and Personal Information Act 1998 (NSW)

Crimes Act 1900

POLICY DATES

NOTE: The Procedures in this Policy will be reviewed every two years or as regulations change.

Implemented	August 2013	Reviewed	13/8/2019; 20/04/ 2022; 11/06/2024
Next Review Due	APRIL 2026		

POLICY AUTHORISATION

EXECUTIVE PRINCIPAL Sr Margaret Ghosn	SIGNATURE: 	DATE: 18/08/2022
---	--	----------------------------

POLICY DETAILS

Policy Number: 0014

Policy Version: 0001, 0002, 0003

Tracked Changes: Updated Executive Principal's name. Changed original Policy name from 'Grievance' as it means complaint to 'Handling'. Included the addition of different procedures for handling complaints from all stakeholders (parents/guardians, students, staff and community).

2024 Version 0003: Updated College Mission & Vision

Attachments: Appendix 1: Parent Communication Protocol

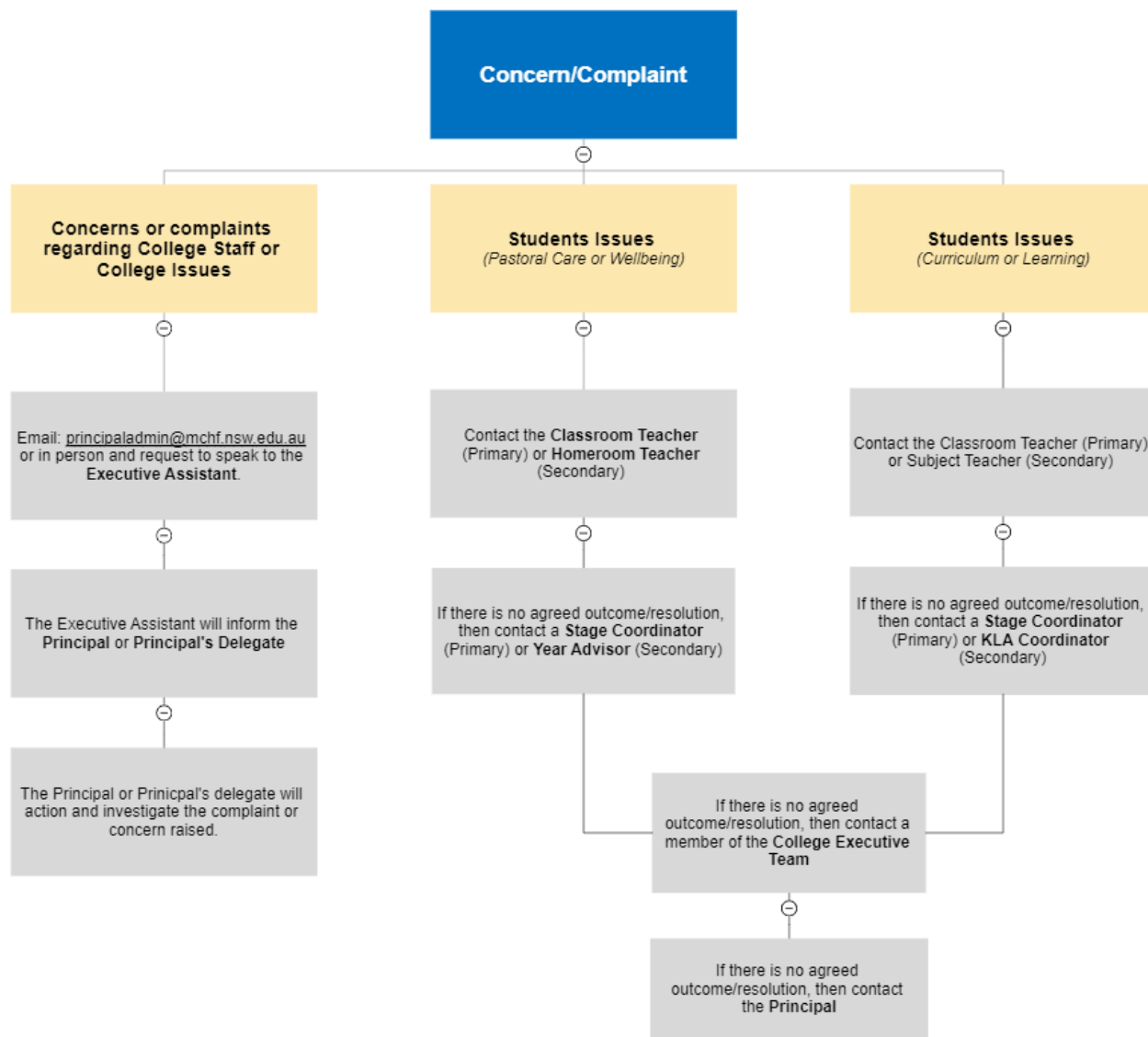
Appendix 2: Complaint Form



MARONITE COLLEGE OF THE HOLY FAMILY

Parent Communication Protocol

If parents would like to discuss any issues relating to their children’s education at Maronite College of the Holy Family, the following procedures are in place.





COMPLAINT FORM

CONFIDENTIAL

Full Name of Complainant:
Date of incident leading to complaint (if applicable):
Contact Details: Phone: Email:
Reason for Complaint:
Please provide as much details as possible:
Witnesses (if any):
Date of submission to the College:



COMPLAINT FORM CONFIDENTIAL

COLLEGE USE ONLY

Person Handling Complaint:

Person Investigating:

Record:

Decision:

Follow up Action (if required):

Authorisation/Declaration:

Name:

Signature:

Date: