

Complaints Policy

Alphington Grammar School welcomes feedback from all members of the school community and takes all complaints or concerns that may be raised seriously. This Complaints Handling Policy is designed to assist you to understand how to make a complaint.

Purpose:

At Alphington Grammar School we are committed to providing a safe and supportive work and learning environment for all employees and students. We acknowledge that employees, students and parents, or people from the wider community, can sometimes feel aggrieved about something that is happening at the School which appears to be discriminatory, is unfair, unjust or unreasonable, constitute harassment or cause concern.

An employee, student, parent or community member can have a complaint about any decision, behaviour, act or omission (whether by the Principal, members of the leadership team or other staff/students or parents) that they feel is discriminatory or unreasonable.

Sometimes the aggrieved person can address the issue by raising the complaint directly with the person involved with the issue. However, that is not always possible, and sometimes several attempts at local or face-to-face resolution have been attempted or have taken place with little success. Whilst most issues can be resolved through direct discussion with the parties involved, there may be instances in which to take up the issue with the other person on a face-to-face basis is not possible.

In line with our stated School values, we aim to treat all persons within the School or wider community with **respect** and in a manner mindful of the **diverse** nature of our School. We acknowledge our overarching **responsibility** in responding to all matters concerning complaints, grievances and concerns with **integrity**, and **we endeavour** to provide a satisfactory outcome within the scope of these guidelines.

Alphington Grammar School endorses the guiding principles of the National Safe Schools Framework which states that Australian Schools should:

- affirm the rights of all members of the school community to feel safe and be safe at school;
- acknowledge that being safe and supported at school is essential for student wellbeing and effective learning;
- accept responsibility for developing and sustaining safe and supportive learning and teaching communities that also fulfill the School's child protection responsibilities;
- encourage the active participation of all school community members in developing and maintaining a safe school community where diversity is valued;
- actively support young people to develop understanding and skills to keep themselves and others safe; and
- commit to developing a safe school community through a whole-school and evidence-based approach.

The School recognises that these principles are especially important when dealing with all aspects of complaint handling as harmonious relationships underpin successful schooling.

1. What is a Complaint?

- 1.1. A complaint is an expression of dissatisfaction made to Alphington Grammar School, related to our services or operations, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected.



2. Alphington Grammar School's Commitment:

- 2.1. Alphington Grammar School is committed to handling complaints effectively and efficiently. To manage complaints effectively, we have established a Complaints Handling Program in line with both the international complaints handling standard (ISO 10002:2014 Quality management – Customer satisfaction – Guidelines for complaints handling in organizations), and the Australian/New Zealand complaints handling standard (AS/NZS 10002:2014 Guidelines for complaint management in organizations).
- 2.2. Our Complaints Handling Program includes the establishment of an online complaints management system which allows us to effectively capture, manage and report on complaints. Regular analysis of complaints received and the implementation of rectification action, where deficiencies are identified, are key to the School's commitment. Our internal complaints handling process are available at no cost.

3. How Do I Make a Complaint:

- 3.1. We ask that, where appropriate, you first raise the matter directly with the relevant staff member.
- 3.2. If that is not appropriate or the issue was not addressed to your satisfaction, please contact our Complaints Manager on (03) 9497 4777 or at info@ags.vic.edu.au
- 3.3. If you have been unable to resolve a matter informally, or simply wish to make a formal complaint you can do so by any of the following means:
 - sending an email addressed to "The Complaints Manager" at info@ags.vic.edu.au
 - writing a letter to the School addressed to "The Complaints Manager," or
 - telephoning the School and asking to speak to the Complaints Manager.
- 3.4. Please note that the Complainant may choose to be anonymous or use a pseudonym, however this may impact the School's ability to investigate the complaint, and to take appropriate action to resolve the issue.