



COMPLAINTS AND GRIEVANCES POLICY AND PROCEDURES

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Summary The Complaints and Grievances Policy and Procedures provide guidance for paid and unpaid workers involved in the Coffs Harbour Bible Church School when responding to complaints and grievances.

Replaces Complaints and Grievances Policy

Important related documents

Code of Conduct 2019

Critical Incidents Policy

Safe and Supportive Environment Policy

Privacy Policy

Reporting Student Achievement

Teacher Accreditation Authority Policy

Registered and Accredited Individual Non-government Schools (NSW) Manual: © 2019
NSW Education Standards Authority (NESA)

Audience All paid and unpaid workers involved in Church Harbour Bible Church School.

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Revision History

Version	Approved By	Amendment
March 2019 (PD2019_003)	School Principal, Coffs Harbour Bible Church School	Revised policy that includes a legal disclaimer, more detailed procedures, and adjustments to layout.

Complaints and Grievances Policy and Procedures

1. Introduction

1.1. Policy statement

The Coffs Harbour Bible Church is committed to providing a safe and secure environment for children and adults to hear the Gospel, mature in their faith, and for Workers to exercise their ministries.

- This policy is intended to ensure that we handle complaints fairly, efficiently and effectively.
- Everyone in our Church should be confident that complaints will be dealt with honestly and fairly.
- Everyone in our Church should be confident in reporting inappropriate behaviour.
- Everyone in our Church should report any concerns immediately.
- This Policy is to be made accessible to all staff, parents/guardians students and contractors.

2. Types of complaints

Complaints - Expression of dissatisfaction made to or about the Coffs Harbour Bible Church and or School, our services, staff or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required.

Grievances - A clear, formal written statement by an individual staff member about another staff member or a work-related problem

This policy relates to all complaints and grievances excluding the following:

- Allegations of Reportable Conduct or suspected Risk of Harm or Risk of Significant Harm to a child or young person which is addressed via the Child Protection Policies and Procedures and Child Protection Complaints Policy and Procedure

3. Making a complaint

Most complaints can be made and resolved informally. In the school, matters of relatively minor concern should, in the first instance, be directed to the Teacher responsible for the student's Learning Centre. Matters which parents consider to be of a serious nature should be promptly referred directly to the Principal.

Where a complaint cannot be resolved informally, a child or young person, or any staff member/volunteer/student can raise a concern or make a formal complaint by:

- Face to face meeting
- Phone call (see below)
- Post to 26 High-Tech Drive Toormina NSW 2452.

Complaint Management Contacts

- Principal: Stephen Truesdale 6658 4275 / 0409 659 283
- Pastors: David Mitchell 0412 549 277 or Mitch Crockett 0407 105 093

4. Complaint process

- Actively listen to the person making the complaint.
- All complaints received will be entered into the *Complaints and Grievance Register* by the School Principal.
- Promptly acknowledge receipt of complaints.
- Where possible, complaints will be resolved at first contact.
- Complaints will be addressed competently applying principles of natural justice.
- Assess and prioritise complaints in accordance with the urgency and/or seriousness of the issues raised. If a matter concerns an immediate risk to safety or security the response will be immediate and will be escalated appropriately.
- Conflicts of interests, whether actual or perceived, will be managed responsibly.
- Ensure that outcomes are properly implemented, monitored and reported to the School Principal.
- If the complaint involves inappropriate staff behaviour and a breach of the Code of Conduct, the School Principal will take action in accordance with internal discipline procedures.

5. Privacy and confidentiality

All complaints will be treated in an appropriately confidential manner where this is practical and appropriate.

Personal information that identifies individuals will only be disclosed or used as permitted under the relevant privacy laws, secrecy provisions and any relevant confidentiality obligations.

6. Communication and support for stakeholders

The Church will ensure that all stakeholders (including workers, families and children) know how to make a complaint and or raise a concern. This will be achieved by:

- Training about the policies and practices of the organisation (including the complaints and allegations policy and how it applies to families, workers and children)
- Internal or externally provided training in the complaints and allegations processes for workers.
- Publishing the Complaint and Grievance Policy and Procedures.

7. Documentation and record keeping

Records will be kept about:

- Management of the complaint
- Outcomes of the complaint
- Outstanding actions that need to be followed up.

8. Review

This Policy will be reviewed bi-annually by the Diaconate. An earlier review will be undertaken where there are changes in laws, policy, or practice. Any recommended changes should be submitted in writing to the Diaconate for consideration one month before the review date.