



# Complaints Handling Policy

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<b>Purpose:</b>	The purpose of this policy is to provide written processes about receiving, assessing, investigating and otherwise dealing with complaints. <sup>1</sup>	
<b>Scope:</b>	Students, parents and employees, including full-time, part-time, permanent, fixed-term and casual employees, as well as contractors, volunteers and people undertaking work experience or vocational placements.	
<b>Status:</b>	Approved	<b>Supersedes:</b> V2
<b>Authorised by:</b>	Board President	<b>Date of Authorisation:</b> 13/11/2019
<b>References:</b>	<ul style="list-style-type: none"> <li>• <a href="#">Education (Accreditation of Non-State Schools) Regulations 2017</a></li> <li>• <a href="#">Australian Education Regulations 2013</a></li> <li>• <a href="#">Fair Work Act 2009</a></li> <li>• <a href="#">Work Health and Safety Act 2011 (Qld)</a></li> <li>• <a href="#">Privacy Act 1988 (Cth)</a></li> <li>• <a href="#">Anti-Discrimination Act 1991 (Qld)</a></li> <li>• <a href="#">Australian Human Rights Commission Act 1986 (Cth)</a></li> <li>• <a href="#">Sex Discrimination Act 1984 (Cth)</a></li> <li>• <a href="#">Age Discrimination Act 2004 (Cth)</a></li> <li>• <a href="#">Disability Discrimination Act 1992 (Cth)</a></li> <li>• <a href="#">Racial Discrimination Act 1975 (Cth)</a></li> <li>• <a href="#">Standards Australia, Guidelines for complaint management in organizations (ISO 10002:2022, NEQ)</a></li> <li>• Sinai College Work Health and Safety Policy P.09</li> <li>• Sinai College Anti-Discrimination Policy P.13</li> <li>• Sinai College Sexual Harassment Policy P.17</li> <li>• Sinai College Disability Discrimination Policy P.15</li> <li>• Sinai College Workplace Bullying Policy P.20</li> <li>• Sinai College Privacy Policy P.07</li> </ul>	
<b>Review Date:</b>	Annually	<b>Reviewed on :</b> 01/01/2026
<b>Policy Owner:</b>	School Board	<b>Next Review Date:</b> 01/01/2027

<sup>1</sup> [Education \(Accreditation of Non-State Schools\) Regulations 2017, s.7](#)



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## Policy Statement

Sinai College acknowledges the right of students, parents/guardians, staff and others to complain when dissatisfied with the school's services, including an action, inaction or decision of the school. The school encourages constructive criticism and complaints. Sinai College is committed to ensuring that complaints received are handled in a responsive, efficient, consistent, effective, transparent and fair way.

Sinai College will ensure employees can recognise, receive, and appropriately refer complaints to the informal or formal complaints procedure.

Sinai College recognises that time spent on handling complaints can be an investment in better service to students and parents/guardians and a better culture for employees, and views complaints as part of an important feedback and accountability process.

## Definitions

<b>Complaint</b>	An expression of dissatisfaction made to or about the school, related to the school's services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required. <sup>2</sup>
<b>Informal Complaint</b>	A complaint about a matter that is likely to be simple, straight forward, easily manageable, or minor, where a simple or quick resolution is appropriate such as discussion of the matter with a relevant staff member.
<b>Formal Complaint</b>	A complaint about a matter that is serious, complex or may pose a threat to the health and safety of any person. Examples include serious allegations or breaches of policy, complaints against a senior staff member, including the principal or an informal complaint that could not be resolved informally. Assessment of the complaint is required by the principal, or Board delegate
<b>Complainant</b>	The person, organisation or their representative making a complaint. <sup>3</sup>
<b>Respondent</b>	The person who is referred to in a complaint by a complainant as the person responsible for their concerns or who can best respond to their concern.

## Complaints Handling Principles

Sinai College will manage complaints according to the following (which include principles of procedural fairness):

<sup>2</sup> Standards Australia, Guidelines for complaint management in organizations (ISO 10002:2018, NEQ), s.4.3

<sup>3</sup> Standards Australia, Guidelines for complaint management in organizations (ISO 10002:2018, NEQ), s.4.2



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- complaints will be taken seriously, dealt with fairly and objectively, without judgement and addressed in a reasonable timeframe
- complaints should be resolved with as little formality and disruption as possible, having regard to the nature of the complaint
- interested parties to the complaint (for example, the complainant and any respondent) will be heard and/or may provide relevant information in relation to the complaint
- confidentiality and privacy will be maintained as much as possible
- the complainant and any respondent will be offered support as appropriate
- victimising behaviour towards a complainant, respondent or other people associated with the complaint, will not be tolerated
- complainants that lodge a complaint on reasonable grounds will not suffer any other reprisals on the basis of the lodging the complaint

## Complaints that may be Resolved under this Policy

Sinai College encourages anyone who feels impacted by an issue involving the school to file a complaint. Complaints can address matters such as:

- the school, its employees or students having done something wrong
- the school, its employees or students having failed to do something they should have done
- the school, its employees or students having acted unfairly or impolitely
- issues of student or employee behaviour that are contrary to the relevant P16 Student Code of Conduct and Positive Behaviour Management Policy and P18 Staff code of Conduct including inappropriate staff conduct as reported by a student.<sup>4</sup>
- issues related to learning programs, assessment and reporting of student learning
- issues related to communication with students or parents or between employees
- issues related to school fees and payments
- general administrative issues
- issues relating to non-compliance with a process outlined in school policies or procedures, for example the child protection policy, discrimination policy, or privacy policy.<sup>5</sup>

Student complaints may be brought by students or by parents on behalf of their children, as appropriate in the circumstances.

## Issues Outside this Policy

The following matters are outside the scope of this policy and should be managed as follows:

- Child protection concerns including allegations of sexual abuse, likely sexual abuse or harm to children should be dealt in accordance with the school's Po3 Child Protection Policy
- Student bullying complaints should be dealt with under the P16 Student Code of Conduct and Positive Behaviour Management Policy

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<sup>4</sup> Education (Accreditation of Non-State Schools) Regulation 2017 s.16(2)(a)

<sup>5</sup> Education (Accreditation of Non-State Schools) Regulation 2017 s.16(5)



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- Student discipline matters, including matters involving suspension or expulsion, should be dealt with under the P16 Student Code of Conduct and Positive Behaviour Management Policy
- Student or employee violence or criminal matters should be directed to the principal who will involve the Police as appropriate.
- Disputes relating to a staff member's employment should be directed to their manager and dealt with under the enterprise agreement and/or employment law.
- Disputes between board members, between Sinai College members and board members or between Sinai College members should be dealt with in accordance with the P01 Board Code of Conduct Policy.
- Formal legal proceedings should be managed as appropriate in the circumstances.
- Complaints relating to the education and training services provided by the school to an overseas student should be dealt with in accordance with the *Education Services for Overseas Students Act 2000* and National Code and the school's Overseas Student's Complaints and Appeals Policy and Process.

## Responsibilities

### School

The school has the following roles and responsibilities:

- develop, implement, promote and act in accordance with the school's Complaints Handling Policy
- appropriately communicate the school's Complaints Handling Policy to students, parents and employees
- ensure that the Complaints Handling Policy are readily accessible by staff, students and parents
- upon receipt of a complaint, manage the complaint in accordance with the Complaints Handling Policy
- ensure that appropriate support is made available to all parties to a complaint
- take appropriate action to prevent victimisation or action in reprisal against the complainant, respondent or any person associated with them
- appropriately implement remedies
- appropriately train relevant employees
- keep records
- conduct a review/audit of the Complaints Register in regular intervals
- report to the school's insurer when that is relevant.

### All Parties to a Dispute

The complainant and respondent both have the following roles and responsibilities:

- comply with the school's Complaints Handling Policy



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- provide complete and factual information in a timely manner
- not provide deliberately false or misleading information
- not make frivolous or vexatious complaints or retaliatory complaints
- act in good faith and maintain a mutually beneficial relationship of trust and cooperation
- act in a calm, courteous manner and non-threatening manner
- acknowledge that a common goal is to achieve an outcome acceptable to all parties
- recognise that all parties have rights and responsibilities which must be balanced
- maintain and respect the privacy and confidentiality of all parties
- not victimise or act in reprisal against any party to the dispute or any person associated with them.

## Employees Receiving and/or Managing Complaints

Employees receiving and/or managing complaints have the following roles and responsibilities:

- act in accordance with the school's PO5 Complaints Handling Policy
- refer the complainant to the school's Complaints Handling Policy and provide additional information as necessary
- maintain confidentiality as far as possible
- keep appropriate records
- forward complaints to more senior employees, including the Principal, if the complaint cannot be resolved at the initial level or if it involves serious issues that require the involvement of more senior employees
- not victimise or act in reprisal against the complainant, respondent or any person associated with them.

## Special Circumstances

Where a complaint is related to the Principal directly, and is of the nature of dispute covered under this policy, such complaints should be made directly to the Board president.

## Implementation

Sinai College is committed to raising awareness of the process for resolving complaints at the school, including by the development and implementation of this policy and via the clear support and promotion of the policy. This policy is made available on the College website and at Administration. Additionally, staff, parents and the community are made aware of this policy in regular newsletters.

Sinai College is also committed to regular training of employees on the implementation of this policy. Staff are trained in this policy at induction, and twice-yearly at staff professional development and training sessions.



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## Complaint Register

Sinai College will maintain a complaint register with details such as the date, source and description of complaints, the employee managing the complaint, the actions taken, outcome and the date the complaint was closed.

The complaint register will be stored securely.

All complaints shall be entered onto the complaint register as soon as practicable after the complaint is received. The complaint register will not contain complaints about the Principal. Records of complaints about the Principal will be maintained by the Board with access restricted to the Board.

To safeguard confidentiality and maintain the integrity of the complaint process, access to the entire complaint register will be limited to the Principal and the Principal's Administrative assistant.

The Principal may authorise the sharing of specific, relevant entries from the complaint register with other designated staff members (such as the senior leadership team), provided measures are taken to protect the confidentiality of all parties involved, particularly ensuring that respondents to a complaint do not gain inappropriate access to information about the allegations against them.

## Complaint Handling Procedure

Complaints can be lodge in accordance with the colleges QP003 Complaints Handling Procedure

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