



Nunawading Christian College Primary

Complaints & Appeals Policy

Document Control

Revision Number	Implementation Date	Review Date	Description of Changes	Prepared By	Approved By
				ASV	ASV BOD
	January 2017	2020	Adapted for NCCP	NCCP Admin	School Council

Rationale

The purpose of this policy is to provide a student or parent(s)/legal guardian with the opportunity to access procedures to facilitate the resolution of a dispute or complaint. These internal procedures are a conciliatory and non-legal process. This policy is to be used in conjunction with the *Procedural Fairness Policy*.

Definition

A grievance or complaint is a notification provided by a Nunawading Christian College Primary community member, that they have suffered some form of offence, detriment, impairment or loss as a result of a decision by the Nunawading Christian College Primary.

Aims

- In the first instance, the Nunawading Christian College Primary will attempt to informally resolve the issue. If this is unsatisfactory or does not result in a resolution of the matter, the Nunawading Christian College Primary's internal formal complaints handling procedure will be followed.
- The handling of complaints is confidential and any complaints are a matter between the parties concerned and those directly involved in the complaints handling process. Information will only be shared on a need-to-know basis.
- If the student or parent(s)/legal guardian remain dissatisfied with the outcome, the Nunawading Christian College Primary will advise of a further review through the Appeals process.
- Grievances brought by a student against another student will be dealt with under the Nunawading Christian College Primary Code of Conduct.

Procedure

Students

- Students should contact the student's teacher in the first instance to attempt mediation/informal resolution of the complaint.

- If the matter cannot be resolved through mediation, the matter will be referred to the Principal.
- At this point, the student should notify the Principal.
- Each complainant has the opportunity to present his/her case to the Principal. Students may be accompanied by a support person.
- The formal complaints process will commence within 10 working days (term time) of the lodgement of the complaint with the Principal.
- Once the Principal has come to a decision regarding the complaint, the student will be informed in writing of the outcome and the reasons for the outcome.
- If the complaints procedure finds in favour of the student, the Nunawading Christian College Primary will immediately implement the decision and any corrective and preventative action required.
- If the complaints procedure does not find in favour of the student or the student is dissatisfied with the result of the complaints procedure, he/she will be informed of the complaints and appeals process available to them.
- The Nunawading Christian College Primary undertakes to finalise all grievance procedures within 10 working days (during term time) where possible.

Parent(s)/Legal guardians

- Parent(s)/legal guardians should make an appointment to see the class teacher in the first instance to attempt informal resolution of the complaint.
- If the matter cannot be resolved through informal processes, it will be referred to the Principal for mediation/formal processes.
- At this point, parent(s)/legal guardians must notify the Nunawading Christian College Primary in writing of the nature and details of the complaint.
- Each complainant has the opportunity to present their case to the Principal. Parent(s)/legal guardians may be accompanied by a support person.
- The Nunawading Christian College Primary's internal formal complaints process will commence within 10 working days of the lodgement of the complaint with the Principal.
- Once the Principal has come to a decision regarding the complaint, the parent(s)/legal guardian will be informed in writing of the outcome and the reasons for the outcome.
- If the complaints procedure finds in favour of the parent(s)/legal guardian the Nunawading Christian College Primary will immediately implement the decision and any corrective and preventative action required.
- If the complaints procedure does not find in favour of the parent(s)/legal guardian or the parent(s)/legal guardian is dissatisfied with the result of the complaints procedure, the Nunawading Christian College Primary will be informed of the complaints and appeals

process available to them.

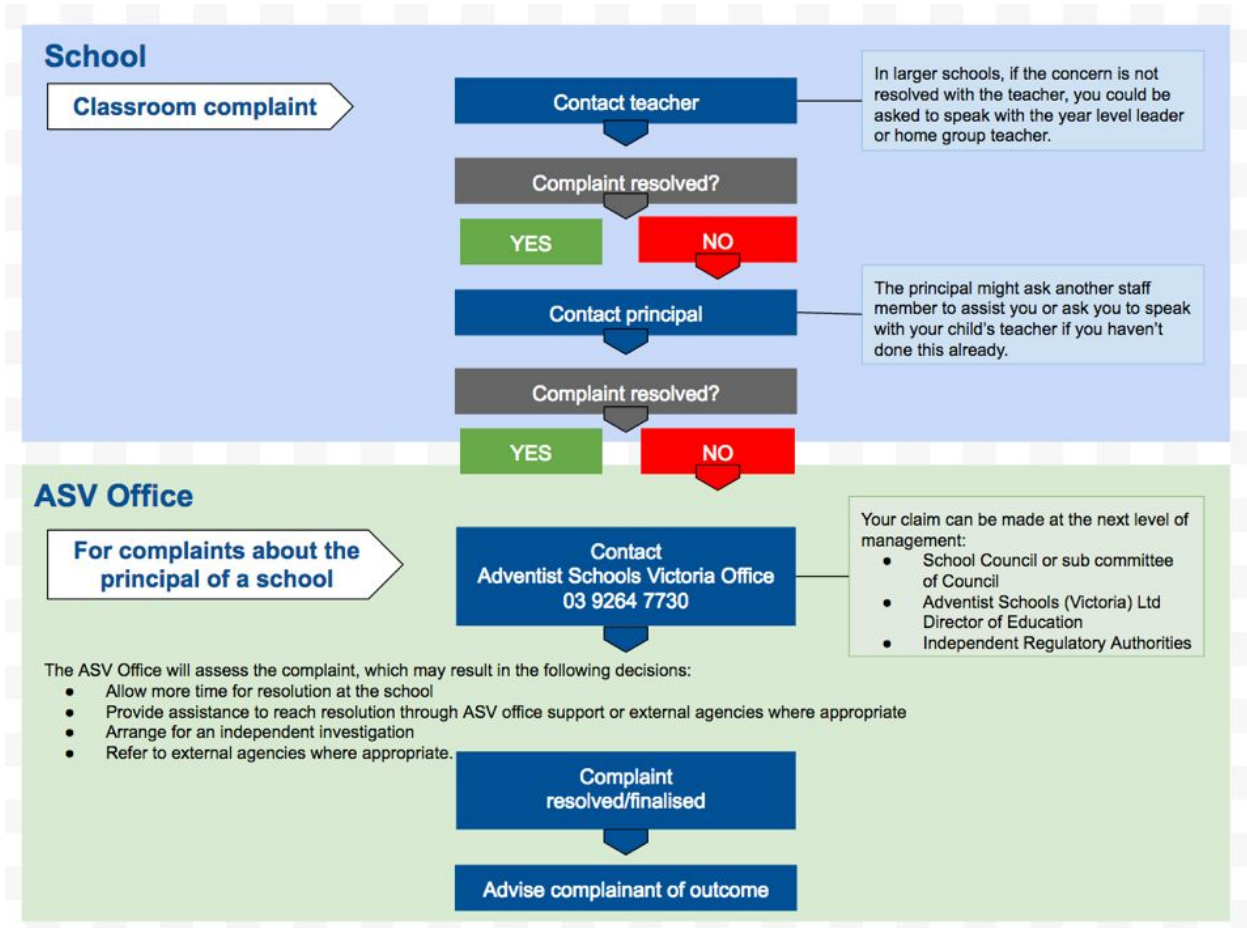
- The Nunawading Christian College Primary undertakes to attempt to finalise all grievance procedures within 10 working days within a term.

Please Note: If the matter is of a very serious or illegal nature, Adventist Schools Victoria and the appropriate legal authorities will be involved.

Implementation

1. The Principal (or representative) is the agreed complaints officer where the Principal is not the subject of complaint.
2. The Nunawading Christian College Primary will follow this process:
 - a. Complainant is encouraged by relevant Nunawading Christian College Primary leader to seek a resolution at the level at which the complaint is made.
 - b. If a resolution cannot be reached at the initial level, the claim can then be submitted to the next level of management as follows:
 - i. Principal
 - ii. Nunawading Christian College Primary Council or sub-committee of Council
 - iii. Adventist Schools (Victoria) Ltd - Director of Education
 - iv. VRQA - Independent Regulatory Authorities
 - c. Provide written acknowledgement of complaint to both parties including an outline of the process and expected time frame for the complaint to be reviewed.
 - d. Consider all relevant information including the views of all parties in line with Nunawading Christian College Primary policy.
 - e. Ensure an impartial decision is made based on appropriate evidence and proper investigation of the facts and inform all parties of the reason for the decision.
 - f. Once an agreement between the parties has been reached, provide a written response.
 - g. Provide all parties with details of the appeal process if a resolution is not reached at each level.
 - h. **Once a decision has been reached, the decision is final.**

Flow Chart of Appeals Process



Evaluation

This policy will be reviewed as part of the Board of Directors policy review cycle.

This policy was ratified by the Board of Directors