How do I make a complaint or raise an issue with St Sava College?

Policy Statement

St Sava College views complaints and disputes as part of an important feedback and accountability process. We acknowledge the right of students, parents and employees to complain when dissatisfied with an action, inaction or decision of the school and we encourage this feedback. We will address complaints and appeals promptly, confidentially and with fairness. Students and parents are entitled to make an appeal against any decision.

St Sava College is committed to working with parents, carers, students and families to ensure all students are thriving at school. If you have a complaint, question or wish to raise an issue, the college would like to know. A detailed explanation of the policy and procedures is contained within our Grievance and Complaints Handling policies and procedures. Copies of policies and procedures are available from Reception.

What are our responsibilities?

Parents, carers and families

- Be clear about the problem
- Provide all relevant information when making a complaint
- Be aware of the college's policies and procedures
- Keep the college informed of any changes that may impact your complaint
- Understand that if a complaint is complicated, it can take time to assess and resolve
- Respect people's privacy and keep things confidential

The school

- Ensure the complaints process is accessible to all stakeholders
- Respond to and manage a complaint or allegation according to college policies
- Abide by relevant regulatory and legislative frameworks
- Maintain confidentiality about complaints at all times
- Support those involved and monitor the well-being of all parties impacted by the complaint

What can a complaint be about?

You can make a complaint about:

- any aspect of the services we provide
- any decision, including those about enrolment
- any practice, policy or procedure
- staff behaviour or conduct

How do I make a complaint?

For any complaint about:

- any aspect of the services we provide
- any decision, including those about enrolment
- any practice, policy or procedure

we encourage you to contact the school to talk about your concerns. It is best to let the college know about your concerns as early as possible by contacting us by phone or in person. For some matters, it may be appropriate to speak to the Principal and you may be asked to put your complaint in writing, depending on the nature of the issue.

You may make these types of complaint in writing or verbally to the staff member you were dealing with at the time or the Principal. The contact person for lodging this type of complaint is the Principal, via *office@stsava.nsw.edu.au*

How do I make a complaint about staff misconduct or reportable conduct?

There is a specific process for making a complaint or allegation about:

- any staff misconduct or reportable conduct

The school will manage this type of complaint or allegation through the school's Grievance and Complaints Handling policies and procedures and Child Protection Policy and Procedure, which also clearly define misconduct and reportable conduct. Copies of policies are available from Reception. The following information relates specifically to a parent, caregiver or student making this type of complaint or allegation.

A complaint or allegation of this nature must be made in writing to the Principal. If the matter involves the Principal, then the complaint or allegation is made in writing to the Board.

All complaints will be acknowledged in writing within one (2) working days. Confidentiality of all parties is important, and you will be given the details of a person who will be your contact throughout the process.

When a complaint or allegation is made in relation to staff misconduct and reportable conduct, the response by the school will be handled according to our Grievance and Complaints Handling policies and procedures and Child Protection Policy and Procedure. The response and timeframe taken to resolve the issue may be substantially longer than other types of complaints, and it is not always possible to communicate information concerning the progress of the complaint to you. There are specific limitations under the Office of the Children's Guardian and privacy legislation regarding the disclosure of information about an investigation and the outcome. However, the school will endeavour to maintain regular contact without breaching confidentiality and policies until the matter is resolved.

Who will handle my complaint and how do I contact them?

Once you have made a complaint, we will tell you who will manage it and how to contact them. All complaints will be handled within our policies and procedures, and this may include referring certain complaints, such as staff misconduct or reportable conduct, to other authorities.

Will my complaint be kept confidential?

Your personal information and details of your complaint will remain confidential. However, the information you provide St Sava College may be provided to the NSW police or other authorities, if required. The person dealing with your complaint will advise you whether your complaint can be kept private. The college may need to disclose information you have supplied in order to have the matter resolved.

If a complaint or allegation is about staff misconduct or reportable conduct, there are limitations under the Ombudsman's Act and privacy legislation regarding disclosure of information concerning the investigation and the outcome.

How long will it take for my complaint to be dealt with?

It will depend on what your complaint is about. Your contact person at the school will be able to give you information about how long it may take and our Grievance and Complaints Handling policies and procedures contain further information.

If a complaint requires specialist handling or an investigation, the college will acknowledge your complaint in writing and inform you who will be dealing with the matter and how to contact that person. If it is likely to take longer than twenty (20) working days, you will be kept informed on a regular basis until the matter is resolved.

Another factor that may affect how long it takes to deal with a complaint is whether or not other matters need to be attended to prior to dealing with your complaint. If this is the case, we will let you know.