



## Dispute Resolution and Complaints Handling Policy POL008 V4.0

<b>Purpose:</b>	The purpose of this policy is to ensure that student, parent and employee complaints and disputes are dealt with in a responsive, efficient, effective and fair way.		
<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>	POL008 V4.0 Dispute Resolution and Complaints Handling Policy APPROVED	<b>Supersedes:</b>	POL008 V3.0 Dispute Resolution and Complaints Policy
<b>Authorised by:</b>	Board Chair	<b>Date of Authorisation:</b>	19/06/2019
<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>• Yarranlea Work Health and Safety Policy</li><li>• Yarranlea Privacy Policy</li></ul>		
<b>Review Date:</b>	Two yearly	<b>Next Review Date:</b>	19/06/2021
<b>Policy Owner:</b>	School Board		

## Policy Statement

Yarranlea Primary School is committed to ensuring that any disputes or complaints are proactively and effectively managed in a responsive, efficient and fair way. Yarranlea Primary School recognises that time spent on handling complaints can be an investment in better service to students, parents and employees and an important part of the feedback and accountability process.

### Types of Disputes and Complaints that may be Resolved under this Policy

Yarranlea Primary School encourages students, parents, care-givers, employees, suppliers and other stakeholders to promptly and constructively raise any concerns they may genuinely hold, including concerns relating to harassment, discrimination, workplace bullying, health and safety, privacy breaches and non-compliance with child protection processes, as well as any other more general matters.

### Issues Outside the Scope of this Policy

This policy covers all the concerns noted in the paragraph above, unless they are covered by a more specific policy:

- Child protection concerns or risks of harm to children should be dealt with in accordance with the law and the school's **Child Protection** Policies and Procedures.
- Student behavioural concerns should be dealt with under the school's **Responsible Behaviour** Policy.
- Employment related concerns should be dealt with under the school's **Grievance Policy (Staff)**.
- Concerns related to criminal matters such as violence or theft will be referred to the Police.

### Dispute Resolution Principles

Yarranlea Primary School encourages all stakeholders to contribute to a healthy school culture where any concerns, complaints or disputes are resolved:

- In a fair and timely manner.
- As informally and practically as possible.

The complainant and respondent should:

- Raise any concerns they may hold as soon as reasonably possible.
- Take steps to ensure any information they provide is reasonably complete and factual.
- Refrain from raising frivolous or vexatious concerns.
- Act constructively, in a calm and courteous manner.
- Acknowledge that a common goal is to achieve an outcome acceptable to all parties.
- Show respect and understanding for each other's point of view.
- Recognise that all parties have rights and responsibilities which must be balanced.
- Expect that all parties have the right to be appropriately supported.
- Maintain and respect the privacy and confidentiality of all parties.
- Understand that the school will keep records of complaints or disputes and their outcomes.
- Not victimise or act in reprisal against any party to a dispute or any person associated with them.

### Implementation

The school is committed to raising awareness of its dispute resolution and complaints process, which is outlined in the annual **Parent and Student Handbook** and on the school's website. (See Appendix 1)

The Directors must appoint a Community Liaison Director to provide confidential and impartial information about relevant policies and processes and to help facilitate successful dispute resolution for matters which cannot otherwise be resolved by school staff. Contact details for the school's Community Liaison Director will always be readily available.

The Community Liaison Director will monitor records (See Appendix 2) of complaints and dispute resolution and will provide reports by exception to the board.

# **POL008 (Appendix 1)**

(To be included in the annual Parent and Student Handbook)

## **Complaints Handling Procedure and Dispute Resolution Procedure**

Yarranlea Primary School recognises that time spent on handling complaints can be an investment in our service to students, parents, employees or visitors and an important part of the feedback, accountability and improvement process.

Where families, employees or visitors have any concerns, complaints or problems, Yarranlea School requests that there is an attempt to informally resolve the issue by speaking to a member of staff or supervisor as soon as possible. If the matter concerns a particular staff member, an attempt should be made to resolve the matter directly with that staff member.

When it is not possible or appropriate to discuss an issue directly, or other children or adults are likely to be present, an email should be sent and a confidential appointment requested.

Appropriate support for any parties can be provided. If the matter cannot be resolved informally with a staff member of Yarranlea Primary School or Yarranlea Outside School Hours Care, then contact should be made with the School's Principal. Staff members will keep a record of complaints, disputes and outcomes.

If the matter is still unable to be resolved, then contact should be made with the School's Community Liaison Director and the nature and details of the concern or problem should be put in writing. An appointment will then be made to discuss the issue with a view to successful resolution.

Email the Community Liaison Director at: [communityliaison@yarranlea.qld.edu.au](mailto:communityliaison@yarranlea.qld.edu.au)

For further information, please speak to the School Principal or the OSHC Coordinator or ask to see the *Dispute Resolution and Complaints Handling Policy*.

**POL008 (Appendix 2)**  
**Yarranlea Primary School**  
**Complaint Record**

Name of complainant:		
Date Complaint Made:	Time:	
Summary of complaint:	Verbal:	Written:
Summary of Discussion:		
Name of second person present (if applicable):		
Summary of resolution:		
Further action required by management?	Yes	No
Employee name:		
Signatures of those present:	Date	
Date management made aware of the complaint:		