

# POLICY

## COMPLAINTS RESOLUTION



### INTRODUCTION

Scotch College is committed to providing a safe and supportive learning environment for all its boys.

The School acknowledges that, at times, boys, staff or parents (or guardians), may feel aggrieved about school-related matters.

### SCOPE

The scope of this policy extends to matters pertaining to the operation of the School, including Boarding, brought forward by a boy, a member of staff, or a parent (or guardian) of a boy attending Scotch College.

### AIMS OF THE COMPLAINTS RESOLUTION POLICY

The aims of this policy is to ensure that:

- all complaints are managed and resolved fairly, efficiently and promptly;
- the School community is aware of the processes employed by the School to achieve resolution of any complaint; and,
- complaints are handled confidentially and respectfully.

The School has specific policies in place for a range of issues, including those relating to child protection, mandatory reporting, workplace discrimination and bullying and harassment. The Complaints Resolution Policy should be read in conjunction with other School policies, procedures and guidelines.

The School recognises that complaints often stem from misunderstandings that are resolvable through direct involvement between the parties involved. For example, a classroom-related concern should, in general, initially be discussed with the Teacher, the Head of Department, or the relevant Head of Year or Head of House.

If the concern relates to a boy's involvement in sports or other activities, the matter should, in general, be initially discussed with the relevant coach or teacher, or the Teacher in Charge of the sport or activity.

Every concern should, in general, be first addressed via informal discussion with the member of staff most closely associated with the issue. Consequently, complaints should not, in general, progress to a more formal process before all parties have first attempted to resolve the issue through informal discussion.

Should initial attempts to resolve the issue prove unsuccessful, the complainant may pursue a more formal procedure.

The School has specific procedures in place detailing the processes for managing more formal and unresolved complaints: by boys; <https://www.scotch.vic.edu.au/media/168199/GrievanceandFormalComplaintsProcedureforBoys.pdf>

parents or guardians;

<https://www.scotch.vic.edu.au/media/168210/ProcedurefordealingwithParentComplaints.pdf>

and staff;

Staff can refer to the Staff Resolution Procedure which is accessible via their school login.

The School also has a specific procedure in place detailing the process for managing an allegation of misconduct made against an employee. Staff can refer to the procedure for Investigating Allegations of Misconduct which is accessible via their school login.

### IMPLEMENTATION OF THE COMPLAINTS RESOLUTION POLICY

- Parents and boys will be made aware of the School's Complaints Resolution Policy via the website and School publications.
- Staff will be made aware of the School's Complaints Resolution Policy, and their responsibilities with regard to it, via the website, and through staff meetings and the staff manual.