

Complaints Handling Policy

1. Policy Statement

Kennedy Baptist College is committed to developing and maintaining positive relationships with members of the College community and the timely resolution of concerns or complaints that may arise. Concerns and complaints will be treated seriously and addressed professionally, and impartially, applying principles of confidentiality and procedural fairness.

We acknowledge that students and parents/guardians may have a complaint about decisions, behaviours, acts, or omissions that they feel is unacceptable. Whilst most issues can be resolved through direct discussion, there may be instances in which this is not possible.

2. Scope

This policy details the College's commitment to the complaints handling process. It applies to all students, parents/families, employees, volunteers, contractors, suppliers and other stakeholders.

This Policy is not applicable to complaints made by staff that are employment related.

The Complaints Handling Procedure (College Community) and Complaints Handling Procedure (Staff) detail the process

3. Rationale

The College's complaints handling process complies with:

- *Registration Standards for Non-Government Schools.*
- Principles 6 and 9 of the *National Principles for Child Safe Organisations*, in accordance with the *Office of Child Safety's Complaints Handling Guide: Upholding the Rights of Children and Young People.*
- *AS/NZS 10002:2014 Guidelines for complaint management in organisations.*

4. Our Commitment

Kennedy Baptist College is committed to an effective, efficient, and fair complaints handling process. We will:

- 4.1. Welcome concerns and complaints from our College community who are dissatisfied with our services, decisions, actions, or those of its staff.
- 4.2. Resolve concerns and complaints in a way that considers the best interests of all students, reflecting our College values and promoting the restoration of relationships between all members of the College community.
- 4.3. Have accessible, transparent, and accountable complaints processes.
- 4.4. Address each complaint in an equitable, objective, and unbiased manner.
- 4.5. Treat all complaints received in accordance with our *Privacy and Record Management* policies. Information is only shared with those who need to know.
- 4.6. Treat complainants with respect and provide them with clear explanations of our actions and decisions where legislation or College policy allows.
- 4.7. Recognise feedback and complaints as opportunities to build knowledge and improve our services and performance.
- 4.8. Respond to complaints promptly and thoroughly.
- 4.9. Not tolerate any form of victimisation or adverse consequences shown towards complainants.
- 4.10. Effectively record, manage, and report on complaints.

5. Definitions

Term	Definition
Complaint	A complaint is an expression of dissatisfaction made to Kennedy Baptist College about its services or operations, decisions, actions, or those of its staff, or about the complaints handling process itself, where a response or resolution is explicitly or implicitly expected. Complaints are managed through the formal complaints process.
Concern	A concern is an issue or problem raised that can be resolved/responded to straight away. Concerns are managed through the informal resolution process.
Dispute	A dispute is an unresolved complaint escalated internally or externally, or both.
Staff	Staff includes all teaching and non-teaching staff, Board members, volunteers, contractors, and external providers.

Definitions continued.

Term	Definition
Procedural fairness	<p>Procedural fairness refers to the common law duty to observe procedural fairness when a decision is made that affect's a person's rights, interests, or legitimate expectations in a direct or immediate way. When a decision is made which will deprive a person of some right or interest or the legitimate expectation of a benefit, they are entitled to know the case sought to be made against them and be given an opportunity of replying to it.</p> <p>Rules of procedural fairness require:</p> <ul style="list-style-type: none">• A hearing appropriate to the circumstances.• Lack of bias.• Evidence to support a decision. <p>Inquiry into matters in dispute.</p>
Resolution	Resolution aims to seek a satisfactory outcome for both parties.
Unresolved complaint	An unresolved complaint is a complaint which has not been resolved to the satisfaction of the complainant and may be escalated by the complainant as a dispute.

6. Culturally Safe Complaints Handling

Kennedy Baptist College provides a safe and open environment and welcomes feedback. The College respects and values diversity and does not tolerate any discriminatory practices. To achieve this, we support the cultural safety, participation and empowerment of Aboriginal and Torres Strait Islander students and their families, and any other cultural groups in our College community.

Our College's complaints handling process is one which is culturally safe and overcomes cultural barriers and taboos to disclosure. Our complaints handling process is managed by people who are aware of and sensitive to potential complainant's culture and cultural attitudes.

As there is a need to be flexible in our response to diversity, the College is open to learning, understanding, and responding to a diversity of culture, beliefs, experiences, abilities, and backgrounds.

7. Related College Documents

- *Child Protection Policy and Procedure*
- *Codes of Conduct*
- *Complaints Handling Procedure (College Community)*
- *Complaints Handling Procedure (Staff)*
- *Complaints Handling Procedure (Students)*
- *Mandatory Reporting Policy and Procedure*

- *Reportable Conduct Policy and Procedure*
- *Privacy Policy*
- *Records Management Policy*

8. Version control

Version control					
Version	Amendments	Date Reviewed	Endorsed by Board	Next Review	Author of version
1	Original policy developed 01/01/2013				
2		17/09/2020	14/10/2020	10/2021	
3	Split policy into a policy and a procedure	23/11/2022	23/11/2022	11/2024	C Acciano
4	Addition of scope and updated related college documents	02/04/2025	30/07/2025	07/2026	C Acciano