

COMPLAINT RESOLUTION POLICY

1. Purpose

The purpose of this policy is to advise stakeholders as to the ELTHAM College policy for the resolution of complaints arising from grievances impacting all persons.

2. Scope

This policy applies to members of the ELTHAM College community other than staff. Staff should follow the [EC187-POL Staff Grievance Policy](#).

3. What is a grievance?

A grievance can be about anything done, or not done, by a College employee, student or parent which you feel affects you unfairly or unjustly, resulting in you having a grievance (a "cause for complaint") which you require to be resolved. A grievance can also be about discrimination or harassment.

Where you have a grievance, you may wish to address this grievance by making a "complaint".

Complaint – Australian Standard AS/NZS ISO 10002:2014 Guidelines for Complaints Management in Organisations defines a complaint as an '*expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required*'.

You do not have to be directly involved in the incident to have a grievance and make a complaint. You may have been an observer or witness to a matter which you believe requires resolution.

4. Policy Statement

ELTHAM College is committed to promoting a harmonious, fair and just working and learning environment by ensuring that all stakeholders have access to processes that allow for complaints, disputes, problems and complaints to be addressed and resolved in a manner which respects the position of all parties involved.

Complaints may arise in numerous circumstances, and may be between one or more stakeholders. At times disputes may arise involving those ultimately responsible for managing disputes, in which case alternative paths must be made available for resolution. Such alternative paths will be discussed with you when your complaint is received and referred to the management of the College.

All stakeholders have an obligation and responsibility to proactively promote a workplace free of workplace bullying, intimidation and conflict, whether this is between staff members, between parents and staff or between staff and students, or any other combination. All complaints will be dealt with in a supportive environment without victimisation or

intimidation of anyone connected with the Complaint either during or subsequent to a Complaint resolution procedure.

If you report a complaint, it will be treated confidentially. It is equally important that you maintain confidentiality to ensure all parties are treated fairly such that the complaint may be addressed impartially.

Your complaint will be dealt with in the timeliest manner possible.

Please note that in almost all cases, management of a complaint reported to a member of staff, Board Member, or other interested person will commence with the Principal. However, at the discretion of the person raising the complaint, the matter may be raised with a member of the College management or a Board Member as appropriate to the circumstances. A decision will then be made as to the appropriate person to take the place of the Principal in the dispute management process.

Should you or another party to the complaint not be satisfied with the outcome of the dispute management process the matter will, in consultation with the parties, either be referred for further internal review, or be referred to an independent third party for external review. You will be advised in of any costs involved in third party arbitration/review.

In all cases this policy does not limit your or any other party's recourse to legal proceedings or representation, or to obtaining support from persons you believe appropriate to the circumstances.

The procedure to resolve grievances is set out in [EC011-PRO Complaint Resolution Procedure](#)

5. Related Documents

Internal References

- [EC018-POL Bullying and Harassment Policy](#)
- [EC036-POL Privacy Policy](#)
- [EC011-PRO Complaint Resolution Procedure](#)
- [EC021-FORM Formal Complaint Form](#)
- [EC187-POL Staff Grievance Policy](#)

External References

- [Australian Standard AS/NZS ISO 10002:2014 Guidelines for Complaints Management in Organisations](#)

5. Document Version Control and Amendments

This policy will be reviewed August 2019

Version	Date	Amendment	Author
1	August 2016	First Policy.	Business Manager
2	April 2017	Policy Review.	Business Manager

3	July 2017	Policy revised to clarify review process.	Business Manager
4	July 2019	Updated date and version number following bi-annual review. No changes to text.	Business Manager
5	June 2020	Added scope to policy and Internal References	Business Manager