



GRIEVANCE RESOLUTION POLICY

INFORMATION FOR THOSE WISHING TO MAKE AN ENQUIRY OR COMPLAINT

ISWA welcomes constructive feedback from parents, visitors and those stakeholders associated with ISWA; taking seriously any complaints or concerns that may be raised. Complaints will only be accepted in writing and including the name of the complainant. The Privacy Act will be adhered to at all times.

If you need assistance in resolving a concern or complaint:

Management will help you:

- Obtain information about school policies and procedures
- Make enquiries about student programs, performance and behaviour
- Clarify a problem and register a concern with the school
- Direct letters of enquiry or complaint to the appropriate person
- You may be accompanied and assisted by a support person at any relevant meetings, should you wish to be supported

At all stages, management will work with you to establish an agreed plan of action and timeline.

A complaint will be treated as an expression of genuine dissatisfaction that needs a response.

We want to endure the process by:

- Those wishing to make a complaint know how to do so
- We respond to complaints within a reasonable time and in a courteous and efficient way
- Complainants realise that we listen and take complaints seriously
- We take appropriate action with the full knowledge of the complainant concerned

MAKING A COMPLAINT

Complaints can be made in writing:

- By letter
- By email

Complaints can be lodged with the school using any of the contact methods listed above.

Minimum information when making a complaint

You should provide the following information when making a complaint:

- Your name and contact details
- Copies of any relevant correspondence or documents relating directly to the complaint
- The nature of the complaint
- What you consider is needed to resolve the complaint

Management of a complaint

If you raise something face-to-face or by telephone, it may be possible to resolve the matter immediately and to your satisfaction.

If you have made a complaint in writing, we will contact you within five (5) working days, to respond to your concerns and explain how we propose to proceed.

In some circumstances, the person you contact will need to discuss the matter further with staff/management. If a detailed exploration of the issue is needed, you may be invited to come in to discuss the concern with staff members/management involved. Each party may be accompanied and assisted by a support person at any relevant meetings. Written follow up will be sent to you following such a meeting. This will tell you of the outcome of your complaint. It will explain the conclusion, the reasons for it, and any action taken or proposed.

Rejecting a complaint

Complaints judged to be vexatious, trivial or without substance, or where it is judged to not warrant further action, will not be progressed. You will be advised of this decision in writing.

Enquiring on the progress of a complaint

You may enquire as to the progress of your complaint at any time by directly contacting management.

“What happens about confidentiality?”

Your complaint or concern will be treated in a confidential manner and with respect. Knowledge of it will be limited to the Principal and those directly involved.

We cannot entirely rule out the need to make third parties outside of the school aware of the complaint and possibly identify those involved. This would only be likely to happen where, for example, a child’s safety was at risk or it became necessary to refer the matter to the police. You would be fully informed and involved in such action.

Action, which is needed to be taken under staff disciplinary processes as a result of complaints, would be handled confidentially within the school by the Principal.

“What if I am not satisfied with the outcome?”

The outcome of all written complaints will be provided to you in writing. We hope that you will feel satisfied with the outcome, or at least that your concerns have been fully and fairly considered.

If you are dissatisfied with the school’s attempts to resolve your complaint, you may wish to express your concerns to the Principal, in writing. If your complaint relates to a privacy matter, you may also contact the Office of the Australian Information Commissioner.

The school recognises and acknowledges your entitlement to express concern or complaint and we hope to work with you in the best interests of the young people in our care and all employees.

FOR CRICOS INTERNATIONAL STUDENTS ONLY – THE FOLLOWING IS ALSO APPLICABLE

Until the internal complaints and appeals process is completed, ISWA shall maintain the enrolment of the student. To 'maintain the student's enrolment' means ISWA does not notify the Department of Education of any change to the student's enrolment status through PRISMS. ISWA shall maintain the student's enrolment throughout the internal appeals process for all types of complaints and appeals. However, whether ISWA maintains the enrolment throughout an external appeals process depends on the type of appeal.

If the external appeal is for:

- Unsatisfactory course progress; or
- Unsatisfactory attendance

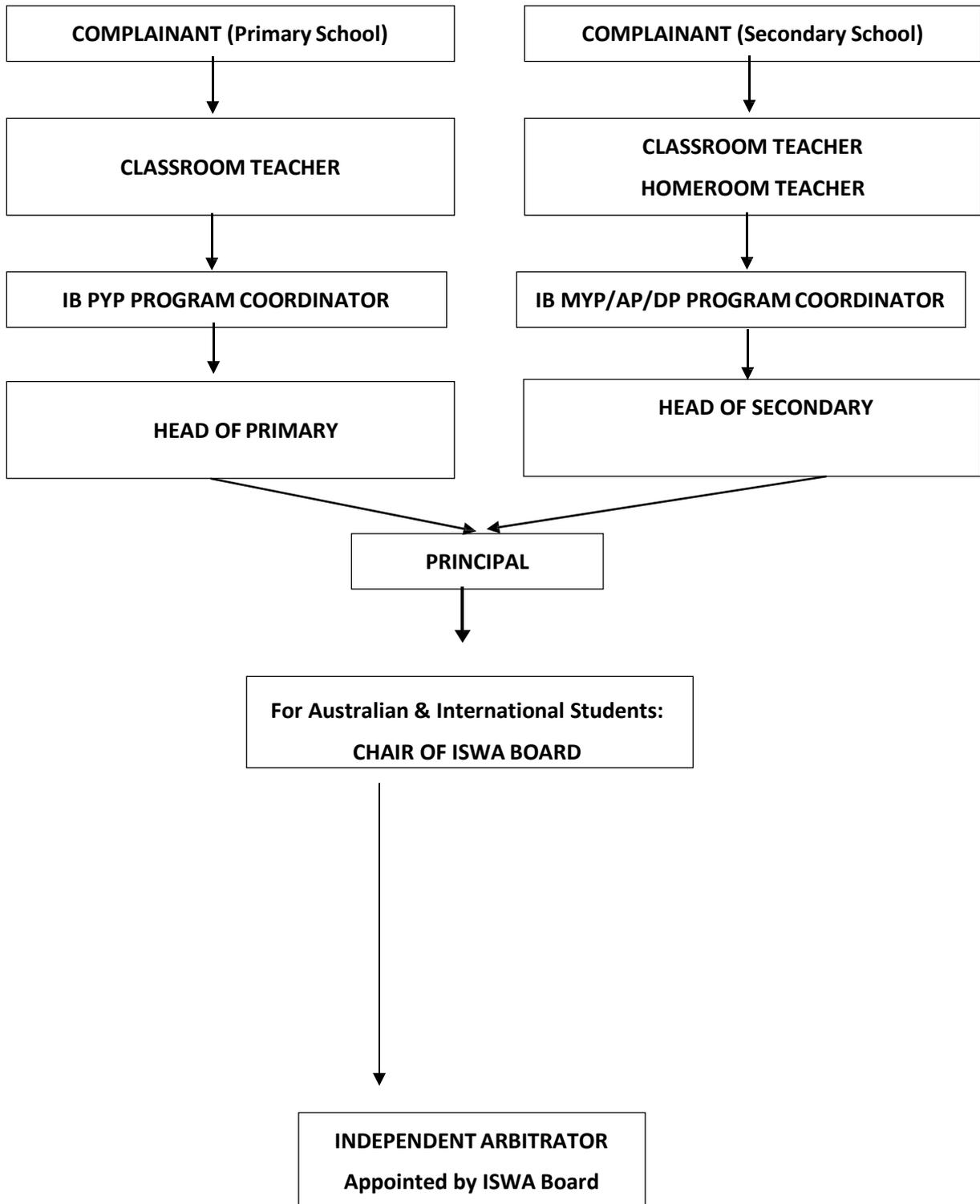
ISWA shall maintain the student's enrolment (i.e. not report the student for unsatisfactory progress or attendance) until the external complaints process is complete and has supported ISWA's decision to report.

If the external appeal is to:

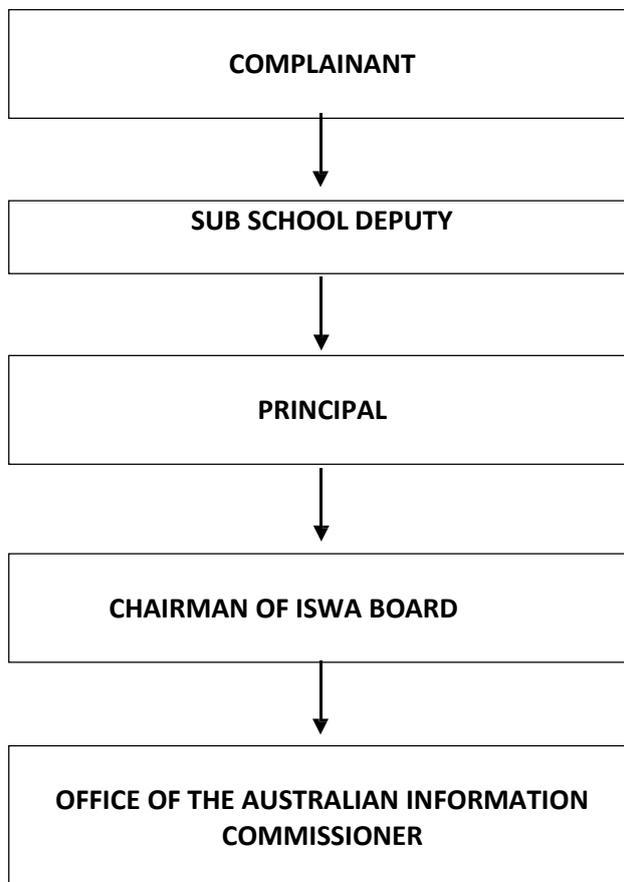
- defer or suspend a student's enrolment due to misbehaviour; or
- cancel the student's enrolment

ISWA may notify the Department of Education through PRISMS of the change to the student's enrolment, following the outcome of the internal appeals process supporting ISWA and not wait for the completion of an external appeal.

COMPLAINTS PROCESS – FOR STUDENT AND SCHOOL ACTIVITIES



COMPLAINTS PROCESS – PRIVACY PROGRAM ONLY



Policy Category	Governance
Date Approved	July 2014
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Policy Owner	ISWA Board
Amendment History	
Date	Amendment
November 2017	Minor changes by Governance