



Concerns and Complaints

Executive Summary

Concerns and complaints

SASY will work with all stakeholders (parents, caregivers, students and other) to resolve any concerns and complaints that they may have with positive, clear and effective processes.

Policy

SASY will provide clear and effective processes that allow us to work with stakeholders to resolve any concerns and complaints that they may have. Any concern or complaint will follow a process that is fair, impartial, accessible, confidential, respectful, and responsive. As SASY is an independent school, all concerns and complaints will be resolved within the school. If at the end of the complaints process stakeholder remains unsatisfied with the outcome of the complaints process, there are no further avenues of complaint.

Please note that neither the Minister of Education nor the Department for Education has any power to intervene in any complaints relating to the operation of a non-government school.

Policy and Procedure Purpose

To provide clear and effective processes for resolving concerns and complaints between stakeholders and SASY.

Procedure

1. Speak with the staff member relating to your concern directly, this can be done via email. If you do not have a staff members email address, contact reception and it can be provided to you.
2. If you are not satisfied or unable to come to a resolution with the staff member, you may contact a member of the Senior Leadership Team via email to escalate your concern.
3. If you are unable to come to a resolution with the Senior Leadership Team, your concern may be escalated to the Chief Executive via email.
4. The Chief Executive will investigate the complaint, if necessary, and communicate the outcome to all parties.
5. If you are not satisfied, and only after following steps 1 to 4, you are entitled to ask the School Board to review the process and outcome decided by the Chief Executive. The outcome of this review will be communicated to all parties in writing. The decision of the School Board will be final from the viewpoint of the school.

Notes:

1. All concerns are to be kept as confidential as possible.
2. Resolution and communication processes should always be based on the parties acting in good faith and being open and honest focusing on the issue, exercising good judgement.
3. Every reasonable effort will be made in responding to a complaint, to ensure fairness to all parties
4. All parties are entitled to be treated with respect and heard and participate in the resolution process to achieve an outcome that is reasonable and realistic.
5. All parties should provide complete and factual information, including documents or other evidence relating to the complaint.
6. All formal discussions will be documented.

Recording of Concerns and Complaints.

If a complaint or concern is easily resolved over the phone to the satisfaction of all parties, then recording of the issues may not be required.

All meetings with stakeholders to discuss complaints will be documented.