



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. Contact SASY Reception and inform us that you wish to make a complaint. You will be asked to provide information about the complaint that is factual via email (feedback@sasy.sa.edu.au) or in writing.
2. A member of the leadership team will contact you within 5 working days to work with you to consider the most effective way of resolving the complaint based on the information provided
3. If you are not satisfied after speaking with the member of the leadership team, you may choose to speak with the Head of Student Outcomes or the Chief Executive and your complaint will be forwarded. The Chief Executive will acknowledge the complaint within 5 working days.
4. The Chief Executive will conduct an investigation into the complaint, if necessary, and communicate the outcome to all parties within 15 working days, in writing.
5. If you are not satisfied, 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.

NB: If a complaint is in relation to the Chief Executive, then a written complaint must be referred to the School Board

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 other concerns and complaints will be recorded on a Complaint Record Sheet.

All meetings with stakeholders to discuss complaints will be documented. A copy will be given to each party to ensure the same understanding of what was discussed.