Complaints Resolution Policy

• All of Brighton Grammar School's policies are intended to be up to date and be consistent with all relevant laws.
• Employees and contractors are expected to comply with all applicable policies.
• Various parts of the policies require managers and staff to exercise discretion and the policies are not intended to be applied in a legalistic or prescriptive manner.
• These policies may be varied by Brighton Grammar School from time to time, in its absolute discretion.
• The policies do not form part of an employee’s contract of employment.

Purpose

Brighton Grammar School seeks to foster a culture in which high standards of conduct are maintained by staff, contractors and students at all times, and that complaints are managed and resolved fairly, efficiently, promptly and in accordance with relevant legislation. Essentially, the School aims to provide a harmonious, positive and productive environment.

This Policy provides the framework by which complaints from external stakeholders, students or other members of the School Community regarding the conduct of employees, students or contractors at Brighton Grammar School will be dealt with.

Application

This policy applies to all external stakeholders, students and members of the Brighton Grammar School Community.

Note: A separate policy applies to instances whereby an employee or contractor wishes to lodge a complaint about the conduct of another employee or contractor - the Grievance, Complaint and Dispute Resolution Policy.

Principles and Procedure

The School will use local complaints resolution procedures, where appropriate, to seek to resolve complaints which fall within the School’s area of responsibility. All cases of serious misconduct – sexual offences, criminal charges, or serious incidents – will be referred to external authorities.

It is incumbent upon the School to act in a reasonable timeframe where unacceptable conduct is observed or brought to attention. All complaints, including procedures and outcomes should be fully documented.

It is at the discretion of the Headmaster or his nominee to determine if the response to a complaint is formal or informal. Formal processes will be initiated when informal processes have not been successful. At all times during an investigation into a complaint, matters will be treated with utmost confidentiality, and professional respect.

Where a student wishes to lodge a complaint this would normally be done via the Head of House, Form Teacher or Class Tutor who, depending on the nature or severity of the complaint, would refer the matter to
the relevant Head of School. A decision would then be made to determine the appropriate course of action to investigate the complaint, for example:

- Curriculum complaints / concerns would be diverted to the Director of Teaching and Learning or the Junior School Curriculum Co-ordinator;
- Discipline / welfare concerns would be directed to the Head of House or Head of School.

Making an Application to the Headmaster for a Decision to be Reviewed

1. Requests for the Headmaster to review a decision must be in writing and briefly set out reasons for the request and the outcome sought.

2. Upon receipt of an application for review, the Headmaster will determine the most appropriate way to review the decision in accordance with the principles outlined above.

3. Once the review is completed, the Headmaster will advise the individual of his decision.

4. Options the Headmaster may adopt include:
   a. Confirming the Action;
   b. Varying the action; or
   c. Setting the action aside and substituting a new action.