



**ST. ANDREW'S
GRAMMAR**

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COMPLAINTS & DISPUTES POLICY

<i>Date</i>	<i>Modified By</i>	<i>Ratified</i>	<i>Review</i>
April 2013	Principal	2014	2014
February 2014	Principal	2014	2015
January 2016	Principal	2015	Dec 2016
July 2017	Principal	2017	2018
January 2018	Principal	2018	2019
May 2018	Principal	2018	2019
March 2020	Board	2020	2021
November 2024	Principal	2024	2026
May 2025	Board	2025	2026
April 2026	Board	2026	2027



Complaint Flow Chart

**Informal
Complaint**

Complaint or Concern
(Verbal or Written)

Classroom Teacher
Please make an appointment
so that the teacher can
concentrate on your concern.

Head of Primary or Head of Secondary
Please make an appointment through
Reception with either the Head of
Primary or the Head of Secondary
depending on relevant area of concern.

**Formal
Complaint**

Principal
Formal complaints are to be made to
the Principal using the Formal
Complaint Form available on the School
website. If the complaint involves the
Principal, please submit Formal
Complaint Form to CEO of SAG Inc.

Legal Advice
Please note that you are
able to seek legal advice at
any time you wish. However,
it may not be appropriate in
the early stages of
resolution.

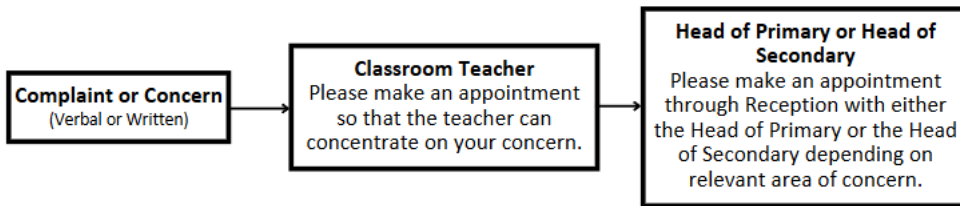
CEO of SAG Inc
(Governing Body)

Arbitration
If appropriate, you may ask
for an arbiter to help
resolve the issue. Please
discuss this with the CEO of
SAG Inc.

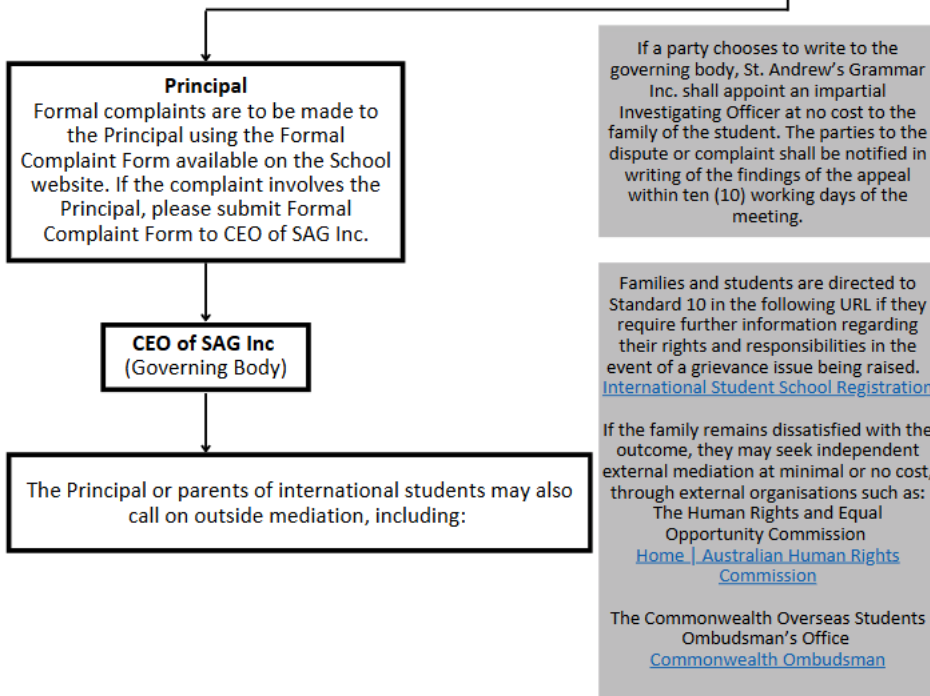


International Parent/Student Complaint Flow Chart

Informal Complaint



Formal Complaint



Complaints and Disputes Policy

St. Andrew's Grammar provides a unique Christian Orthodox and Hellenic co-educational experience with a particular focus on academic excellence, Greek language and culture within a safe and caring learning environment from Pre-Kindergarten to Year 12.

St. Andrew's Grammar welcomes suggestions and comments from parents, students or members of the community and takes seriously complaints and concerns that may be raised by any party. These guidelines do not cover complaints between staff members as this is covered by an alternative policy.

Introduction

St. Andrew's Grammar has created an effective complaints procedure with the aim to defuse problems and provide our School with helpful information. We treat complaints as constructive suggestions, and we will use them to improve standards and hope these will prevent cause for further complaint. Even an unsubstantiated complaint may indicate an area that can be improved.

We seek to be a caring Christian community, where people are in harmony with each other. Therefore, this policy is designed to assist parents, students and others to resolve conflict in an appropriate and satisfactory way.

Principles

This policy is based on several fundamental principles.

1. Procedural fairness must be exercised in resolving any concern or complaint. This requires that all parties receive a fair hearing, and that the final decision is made without bias.
2. The resolution to a concern or complaint must exhaust all reasonable attempts at conciliation prior to an imposed arbitrated decision.
3. Individual cases must be examined on their own merits.
4. Resolutions must appropriately balance the principles of fairness and compassion.
5. Appropriate confidentiality must be respected by all parties.
6. The School has the responsibility to attempt to resolve a concern or complaint with the parties directly involved at a local level. The first point of contact in most cases of complaints against the School should be the relevant teacher, or where this is not appropriate the Head of Primary or the Head of Secondary. Complaints not resolved at this level can be escalated to be dealt with by the Principal.
7. If parties are unhappy with step #6 outcome, parties may appeal in writing to the CEO of SAG Inc should they believe that any or all of Principles (1) to (6) have not been upheld.
8. Anonymous or unsubstantiated complaints will not necessarily be investigated.

Parental and Student Complaints

St. Andrew's Grammar has implemented a process where parents and students may contact the teacher, then the Head of Primary/Head of Secondary and then the Principal should problems arise. It is important that the complainant does not take their complaint beyond the appropriate step. We aim to ensure that students and parents feel valued and involved within St Andrew's Grammar and they are encouraged to voice their concerns.

What constitutes a complaint?

A complaint is an expression of dissatisfaction with a real or perceived problem.

A complaint may be made if a student or parent thinks that the school has, for example:

- *done something wrong;*
- *failed to do something it should have done; or*
- *acted unfairly or impolitely.*

A complaint may be made about the School as a whole, about a specific section/department or sub-school or about an individual member of staff.

St. Andrew's Grammar ensures all complaints are handled seriously.

Lines of Approach

If approached about a matter that lies outside a staff member's responsibility, staff should refer the person to the flow chart and advise them of the next step.

Students or parents may wish to go straight to the Principal with their concerns, if they deem it serious enough, however, St Andrew's Grammar requests that the process be respected and that the teacher, Head of Primary or Head of Secondary be advised of the concern. Parents will be asked to discuss this with the person at the appropriate level if they go straight to the Principal, unless it is a serious matter. Students or parents may make a formal written complaint to the Principal, if the matter is unresolved.

St. Andrew's Grammar requires that written responses to students and/or parents are discussed with the Principal or senior staff before they are sent.

Complaint Handling

St. Andrew's Grammar will:

- *acknowledge complaints immediately or at most within five working days in writing.*
- *inform parents what is happening with their concern or complaint and, if a more detailed response is needed, we will provide a time frame when it will be received to ensure the issue is dealt with as quickly as possible.*
- *confirm the nature of the complaint and what is concerning about the complainant.*
- *assure parents and students that their views matter.*

Document Complaint

St Andrew's Grammar will keep an updated and effective log of complaints in an electronic Complaints Register. All written correspondence will be saved electronically. Records concerning students will be kept as per current legislative requirements.

These complaints are kept for the following reasons:

- *it may become the cause of legal action in the future;*

- *patterns in the record may indicate a need for action;*
- *the Principal can report regularly to the School Board.*

The Complaints Register contains the following information:

- *date when the issue was raised;*
- *name of parent;*
- *name of student;*
- *brief statement of issue;*
- *location of detailed file;*
- *member of staff handling the issue; and*
- *brief statement of outcome.*

Confidentiality

St Andrew's Grammar understands that confidentiality is an important issue for students, parents and staff. It is essential that any complaint is treated in a confidential manner and with respect.

We will assure parents and students that it is the School's policy that complaints made should not rebound adversely on their children, and similarly that complaints raised by students should not rebound on them or on other students.

If there is a situation involving the Police, the Principal (or next most senior staff member, if the Principal is unavailable) must take responsibility for action in the School and the CEO of SAG Inc will be informed as soon as possible.

Anonymous Complaints

Anonymous complaints may be where there is no name or address supplied, or where the complainants say that they do not wish to be identified.

For a written formal complaint submitted on the Formal Complaint Form, parents and students are **required** to give their names and will be given reassurance on the issue of confidentiality. However, the person identified within the complaint will be given the full text of the complaint as part of a fair and transparent process.

If the complainants persist in wishing to remain anonymous, it is at the Principal's discretion as to what action, if any, should be taken, depending on the nature of the complaint. It will not, however, be dealt with as a formal complaint.

Resolution

To ensure satisfaction for a complainant, St Andrew's Grammar may respond by any of the following:

- *stating the investigation findings and/or that disciplinary action has been taken*
- *advising that changes have been made and how matters will be different in future*
- *advising that the School is now alert to a possible problem*
- *ensuring that the parent/student feels that their concern has been considered seriously*

- *if there is an outcome which may be different from the one sought, ensuring that the parent/student perceives the complaint to be well-considered*
- *write a considered letter or apology.*

Process of Appeal

Students or parents may appeal to the CEO of SAG Inc should they believe that any or all of Principles (1) to (6) have not been upheld (see Principles). Save for exceptional circumstances, the basis of the appeal cannot be the findings and/or disciplinary action.

The Principal will provide the CEO of SAG Inc with relevant documentation.

The CEO of SAG Inc will respond to the student and/or parent, notifying them that the matter is being reviewed, asking if they wish to add anything further and providing a date by which they may expect a response.

The SAG Inc CEO's response will be clear and detailed and will directly address the principle(s) identified in the written appeal.

Referral to an Arbiter

As a final step in the disputes and complaints procedure, if appropriate, St Andrew's Grammar may use an independent arbiter to resolve an issue. The arbiter would need to be:

- Agreed by both parties
- Remunerated by both parties (if appropriate)
- Assured both parties will accept the arbiter's decision.

Further Action

The Director General of the Department of Education is responsible for ensuring that the school observes the registration standards, including the standard about its complaints handling system. Any student, parent or community member is entitled to contact the Director General with concerns about how the school has dealt with a complaint. Information is available on the Department of Education website.

At all stages of a complaints resolution procedure the complainant should be reminded that they can seek legal advice if they wish, especially at the point where the School has done all it can to reach a resolution.

International Students

Students or parents may appeal to the CEO of SAG Inc should they believe that any or all of Principles (1) to (6) have not been upheld (see Principles). Save for exceptional circumstances, the basis of the appeal cannot be the findings and/or disciplinary action. Complaint appeals can include those against the School, the School's education agents or any related party as per the National Code of Practice for Providers of Education and Training to Overseas Students 2018 Standard 10. International students may be accompanied and assisted by a support person at any relevant meetings.

If a party chooses to write to the CEO of SAG Inc, St. Andrew's Grammar Inc shall appoint an impartial Investigating Officer at no cost to the family of the student. The parties to the dispute or complaint shall be notified in writing of the findings of the appeal within ten (10) working days of the meeting.

The Principal or parents of international students may also call on outside mediation.

Families and students are directed to Standard 10 in the following website if they require further information regarding their rights and responsibilities in the event of a grievance issue being raised.

[International Student School Registration](#)

If the family remains dissatisfied with the outcome, they may seek independent external mediation at minimal or no cost, through other external organisations such as:

- The Human Rights and Equal Opportunity Commission
[Home | Australian Human Rights Commission](#)
- The Commonwealth Ombudsman's Office
[Commonwealth Ombudsman](#)

Note- International students who may be involved in a grievance procedure against them will remain enrolled at the School until a decision has been reached. If required, students may be suspended from classes during this time. Suspended students will have access to learning materials through the Learning Management System.