

# GUIDELINES



## COMPLAINTS AND GRIEVANCES: PARENTS, STUDENTS & STAFF



These guidelines address issues in relation to:  
**Safe and Supportive Environment – Student Welfare 3.6.2**  
**Teacher Accreditation Authority 4.1**

*The School's policies, which are made from time to time, are made pursuant to the registration requirements set out in section 47 of the NSW Education Act and the Board of Studies, Teaching and Educational Standards.*

## PURPOSE

International Football School is an organisation encompassing students, parents, and staff. The School values these people and believes that a process for the acceptance, monitoring and resolution of conflict, complaints and grievances is in the best interests of maintaining a harmonious, supportive and productive School community.

This grievance policy is aimed at providing a mechanism for resolving grievances in a quick, simple, well defined manner in a supportive and co-operative environment with the utmost confidentiality and sensitivity.

### Policy

- I. The School is open to receiving grievances and approaches them in a positive manner.
- II. The School has a commitment to the fair resolution of complaints at all levels.
- III. The School has a commitment to transparency of process and impartiality in handling complaints.
- IV. The School has a commitment to ensuring that it has the appropriate resources to fully accommodate a procedure for handling complaints.

### Scope

- I. The scope of this policy extends to grievances brought by any member of staff, parents or students.
- II. Some grievances are better handled under other policies of the School. The School has specific policies in place for issues such as child protection, discrimination and codes of conduct amongst others.

### Definitions

- i. **'complainant'**: any person who has a grievance. This may include any member of staff, employee, parent or student.
- ii. **'grievance'**: any concern or complaint about any act, behaviour, omission, situation or decision that someone thinks is unfair or unjustified.
- iii. **'grievance policy'**: The procedures and objectives set out in this document.
- iv. **'grievance procedure'**: the procedures defined in this grievance policy.
- v. **'respondent'**: Any person against whom a grievance is brought.
- vi. **'The School'**: International Football School.

## **Confidentiality**

- i. The School is committed to the confidentiality of all complaints, at all steps in the process of their resolution.
- ii. Only the School and persons directly involved in a grievance will have access to information the subject of the grievance. It is expected that parties involved will discuss the matter only with their support persons or the other parties involved.
- iii. Complainants and respondents have a duty to uphold strict confidentiality during the grievance procedure for the safety and consideration of others that may be involved. Complainants and respondents must not publicise the grievance or the progress of its resolution. The School considers any breach of confidentiality a serious issue worthy of disciplinary action if warranted.
- iv. Any documents created or dealt with during the course of the procedure will be marked “confidential” and put in a safe place. These documents may only be accessed by the parties involved in the grievance or by the School if the matter impacts upon the review of this policy.
- v. Although the School is committed to the confidentiality of all complaints, there may be situations where it is not possible to uphold a person’s right to confidentiality. For example, a person’s health and safety may be at risk, or the grievance may involve criminal activity. In these circumstances, the School will always prioritise the safety of the students, staff and wider community.

## **PROCEDURE**

If a parent or student has a complaint or grievance they would like heard the process is as follows:

1. Parent or student express their concern in writing and is addressed to the child’s Teacher/Coach.
2. If the complaint is about the teacher/Coach than the complaint should be addressed to the Principal
3. If the complaint is from a member of staff, then the complaint should be addressed to the Principal.
4. If the complaint is related to a Teacher’s accreditation it should be addressed to the TAA Authorised Delegate

In cases where the Authorised Delegate determines that a NST does not meet the requirements for accreditation, the NST must be advised of his/her access to the internal review process. Requests for an internal review of the decision not to accredit must be:

- Based on issues of procedure
- Made in writing
- Supported by documentary evidence
- Made within 28 days of the NST being informed of the accreditation decision

***A response to the NSTs request for a TAA internal review must occur within 21 days from the receipt by the Principal.***

5. If the complaint is related to A TEACHER'S ACCREDITATION it should be addressed to the TAA AD
6. If the complaint is related to the TAA Authorised Delegate it should be addressed to the Chairman of the Board
7. If the complaint is about the Principal then the complaint should be addressed to the CEO and or the Chairman of the Board.

The school will acknowledge the complaint in writing (via email or post) within 7 days of receipt of the complaint. The school will investigate the complaint and inform the parent, student or member of staff of their findings no later than 30 days from the end of the investigation process.

The school adheres to the fundamental concept of procedural fairness and the party making the complaint will not be penalised for making a complaint in any way.

### **Rights and Responsibilities of the Complainant**

The complainant has the right to:

- be heard and listened to
- have the complaint addressed with procedural fairness have the complaint dealt with quickly
- seek legal advice
- have a support person present at all meetings confidentiality and sensitivity in the resolution of the process

The complainant has the responsibility to:

- approach the process in good faith
- uphold strict confidentiality
- be courteous in dealing with the respondent, contact officer and investigator
- ensure that any support person understands their role in the process

### **Rights and responsibilities of the respondent**

The respondent has the right to:

- present their version of events and reasoning
- be informed of a complaint against them within a reasonable time frame seek legal advice
- advise and support
- have a support person present during all meetings
- confidentiality and sensitivity in the resolution of the process

The Respondent has the responsibility to:

- approach the process in good faith
- uphold strict confidentiality
- be courteous in dealing with the complainant, contact officer and investigator
- ensure that any support person understands their role in the process

**Victimisation and repercussions of ill treatment as a result of bringing the complaint will not be tolerated.**

**Responsibility for the Maintenance of this Policy**

- i. The CEO and the School Board in conjunction with the Principal is responsible for gauging how well the Grievance Procedure is working. The School Board will review the policy annually.
- ii. The CEO/School Board reserves the right to amend this policy at any time.

*Related Documents*

*Code of Conduct: Staff*

*Code of Conduct: Students*

*Code of Conduct Parents & Visitors*

*TAA Structure and Governance Policy and Procedures*

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**Date of Next Review**

**January 2018** or earlier where amendments in legislation require immediate policy reviews