



**MANDURAH  
BAPTIST COLLEGE**

BE STRONG & COURAGEOUS

## Complaints Handling Policy

Mandurah Baptist College welcomes feedback from all members of the College community and takes all complaints or concerns that may be raised seriously. This Complaints Handling Policy is designed to assist you to understand how to make a complaint.

We acknowledge that students and parents/guardians may sometimes have a complaint about a decision, behaviour, act, or omission that they feel is unacceptable. Whilst most issues can be resolved through direct discussion, there may be instances in which this is not possible.

For the purposes of this Policy, we use the terms "staff" and "staff member" to include all teaching and non-teaching staff, Board members, volunteers, contractors and external providers.

### What is a Complaint?

A complaint is an expression of dissatisfaction made to Mandurah Baptist College, related to our services or operations, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected.

Complaints about, or allegations of, child abuse, grooming or other harm, whether involving former or current staff or students, another person on College grounds or during school related activities are managed differently from other complaints. Refer to the section at the end of this Policy – **Child Safety Complaints or Allegations** – for more information.

### Our Commitment

Mandurah Baptist College is committed to an effective, efficient, and fair complaints handling process. We will:

- a. Welcome concerns and complaints from our College community who are dissatisfied with our services, decisions, actions, or those of its staff
- b. Resolve concerns and complaints in a way that considers the best interests of all students, reflecting our College values and promoting the restoration of relationships between all members of the College community
- c. Have accessible, transparent, and accountable complaint processes
- d. Address each complaint in an equitable, objective, and unbiased manner
- e. Treat all complaints received in accordance with our Privacy Policy. Information is only shared with those who need to know
- f. Treat complainants with respect and provide them with clear explanations of our actions and decisions wherever the law or College Policy allows
- g. Recognise feedback and complaints as opportunities to build knowledge and

- improve our services and performance
- h. Be courteous and professional at all times
- i. Respond to complaints promptly and thoroughly
- j. Not tolerate any form of victimisation or adverse consequences shown towards complainants
- k. Effectively capture, manage, and report on complaints
- l. Meet reporting, recordkeeping, privacy, and employment law obligations.

## **Culturally Safe Complaints Handling**

Mandurah Baptist College provides a safe and open environment and welcomes feedback. The College respects and values diversity. To achieve this, we support the cultural safety, participation and empowerment of Aboriginal and Torres Strait Islander students and their families, and any other cultural groups in our College community. Our College's complaints handling program is one which is culturally safe and overcomes cultural barriers and taboos to disclosure. Our complaints handling process is managed by people who are aware of and sensitive to potential complainant's culture and cultural attitudes.

As there is no single right way to respond to diversity, the College is open to learn, understand and respond to a diversity of cultures, beliefs, experiences, abilities and backgrounds.

## **Informal Resolution**

The vast majority of issues causing concern in schools can be handled quickly and in an informal manner. We therefore ask that, where appropriate, you first raise your concern directly with the staff member most closely concerned with the issue. They may be able to resolve the issue quickly. You can contact the staff member in person, by telephone or by email. Please ask if you require some assistance in expressing your concern.

Even if the issue is resolved informally, staff are required to log concerns in SEQTA so we are able to identify any systemic issues arising, and take appropriate remedial action.

## **How do I make a Formal Complaint?**

If you have been unable to resolve your concern informally, or simply wish to make a formal complaint you can do so by any of the following means:

1. Contacting the College and asking to speak to the relevant staff member as per the Complaints Flowchart below
2. Submitting your complaint online using the Parent Complaints Form on our College website
3. Sending an email to the Primary School Principal ([primaryprincipal@mbc.wa.edu.au](mailto:primaryprincipal@mbc.wa.edu.au)) or the Senior School Principal ([matthewd@mbc.wa.edu.au](mailto:matthewd@mbc.wa.edu.au))
4. Writing a letter to the College addressed to "The Primary School Principal or The Senior School Principal, Mandurah Baptist College, PO Box 4116, Mandurah North WA 6210".

If the complaint is about a sensitive matter regarding the Principal, the complaint can be made in writing, addressed to "The Board Chair, Mandurah Baptist College, PO Box 4116, Mandurah North WA 6210".

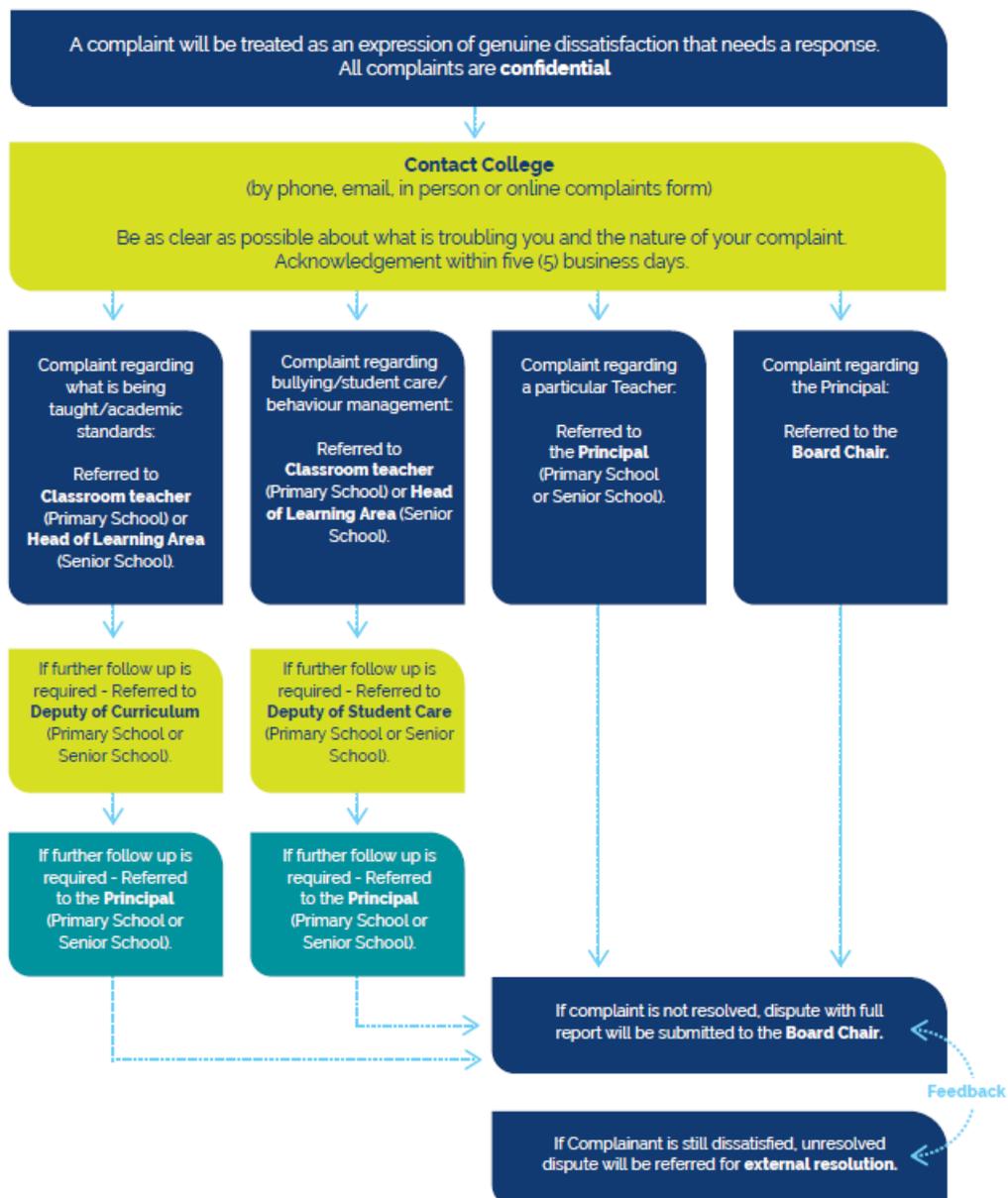
Our internal complaints handling process is available at no cost.

All formal complaints addressed to the Principal will be logged through our online complaints management system and managed in accordance with the following process and procedure.

## Our Internal Complaints Handling Procedure



## Complaints Flowchart



**Step 1** – Contact the College and ask to speak to the relevant staff member –

- If your complaint is regarding teaching / academic standards – we will refer you to the Classroom Teacher for Primary School or to the Head of Learning Area for Senior School
- If your complaint is regarding student safety and wellbeing or behaviour management – we will refer you to the Classroom Teacher for Primary School or to the Head of Year for Senior School
- If your complaint is regarding a particular Teacher – we will refer you to the Principal (refer to steps 2 and 5 below)
- If your complaint is regarding the Principal – we will refer you to the Board Chair. The Board Chair may elect to refer the matter back to the Principal for attempted resolution, if appropriate.

If the complaint is about a sensitive matter regarding the Principal, the complaint can be made in writing, addressed to "The Board Chair, Mandurah Baptist College, PO Box 4116, Mandurah North WA 6210".

**Step 2** – You will receive a response within five (5) business days, explaining how the matter will proceed. The relevant staff member will conduct an investigation into the issue raised, following principles of procedural fairness, and make a determination. It is our policy, where possible, to resolve all complaints within 30 business days. You will be informed of the outcome of the complaint, including action taken or proposed.

**Step 3** – If you are not satisfied with the process or the outcome, you can request that your complaint be referred to the Deputy Principal Student Care or the Deputy Principal Curriculum in Primary School or Senior School. They will refer the matter to the Principal if further follow-up is required.

**Step 4** – Internal reviews: If the Deputy Principal refers the matter to the Principal, the dispute will be reviewed internally by the Principal, who may seek additional information or submissions from the relevant parties. The Principal or their delegate seeks to resolve all disputes within 15 business days from the date that the review process is initiated. The matter will be closed if the response of the Principal, or their delegate, is accepted.

**Step 5** - All complaints received by or referred to the Principal will be entered into our Complaints Register and, where appropriate, remedial action taken to address any underlying processes which the complaints investigation revealed may require improvement.

**Step 6** – We hope that you will be satisfied with the outcome. If not, you have the right to request a review of the process by submitting a dispute with the Principal. The Principal will refer the dispute to the Board Chair. It is our policy, where possible, to resolve all disputes within 15 business days.

The Board Chair will call for a full report from the Principal and will examine matters thoroughly before responding. The decision of the Board will be conveyed to you directly. This completes the internal complaints handling process.

**Step 7** – If the matter remains unresolved, you are welcome to pursue external resolution alternatives.

## The Role of the Director General

The Director General of the Department of Education is responsible for ensuring that the College observes the School 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 College has dealt with a complaint. Information is available on the Department of Education website (<https://www.education.wa.edu.au/non-government-school-concerns>). While the Director General may consider whether the College has breached the School Registration Standards, she does not have power to intervene in a complaint or override the College's decision.

## Confidentiality

Confidentiality applies with respect to both information relating to the person making the complaint, and, if relevant to a person against whom a complaint is made. The College is committed to maintaining the confidentiality of information throughout the complaints process.

Except to the extent permitted by law and for legal purposes, personally identifiable information about a complainant will only be made available for the purpose of addressing the complaint and (unless the complainant consents) will be actively protected from disclosure.

## Child Safety Complaints or Allegations

Complaints about, or allegations of, child abuse, grooming or other harm, whether involving former or current staff or students, another person on College grounds or during school related activities are managed by the College in a different manner from other complaints.

This is because of the additional confidentiality and privacy requirements surrounding these kinds of matters.

If your complaint is a child safety-related complaint, please make your complaint to:

- the Primary School Principal, on 08 9583 7070 or at [primaryprincipal@mbc.wa.edu.au](mailto:primaryprincipal@mbc.wa.edu.au) or
- the Senior School Principal, on 08 9583 7000 or at [matthewd@mbc.wa.edu.au](mailto:matthewd@mbc.wa.edu.au).

If the complaint is about a sensitive matter regarding the Principal, the complaint can be made in writing, addressed to "The Board Chair, Mandurah Baptist College, PO Box 4116, Mandurah North WA 6210".

For information about how the College manages child safety-related complaints, please refer to - **Managing Child Safety Complaints or Allegations** - available on our College website.