



PRINCE ALFRED COLLEGE

4.2 Management of Parent or Student Complaints and Grievances Policy

Prepared by:	Director Advancement
Approved by:	The Executive Team
Approval Date:	This policy was ratified by the Executive Team in May 2022
Revision Date:	May 2025

1. Rationale

- 1.1 The successful resolution of matters of concern between colleges and the communities is vital to the well-being and success of students. A 'complaint' can arise if parents (including guardians and any person with whom a student normally or regularly resides) believes, in good faith and with supporting information, that the College has, for example, done something wrong; failed to do something that it should have done; acted unfairly, unreasonably; inappropriately or unprofessionally
- 1.2 The intention of this policy is to describe steps to be undertaken for the effective and early resolution of matters of concern or complaint to the parents or guardians of a Prince Alfred College student.
- 1.3 This policy does not address issues of child protection where a separate policy and procedure applies.
- 1.4 Parents and students with a complaint should attempt to address the matter directly with the staff member in the first instance. It is hoped that most complaints and concerns will be resolved quickly and informally. Moreover, if the complaint is with the Head of School or Headmaster, the matter should be addressed directly with this person. If this complaint is not resolved, the matter becomes a 'complaint' and subject to this policy.
- 1.5 During all processes related to the resolution of matters of concern, objectivity will be maintained by the College and no judgments will be made whilst the process is underway.

2. Aim

- 2.1 The intention of this policy is to describe steps to be undertaken for the effective and early resolution of complaints. The policy outlines clear processes by which disputes between the College and members of the community may be speedily resolved to the satisfaction of all concerned.
- 2.2 Open or covert criticism of any parties does not support the welfare of students in the College. The processes outlined in this document ensure that the rights and responsibilities of all parties are respected, and consensus achieved. Management of Parent or Student Complaints Policy

3. Policy Statement

The following outlines the steps to be taken in presenting and resolving an issue raised by a parent / guardian or a student of Prince Alfred College.

- 3.1 Parents or students who wish to make a complaint after attempts to address the matter with the staff member concerned have been unsuccessful should in the first instance contact the Head of School stating their concern. This may be via letter, email or using the complaint online form resides in the parent lounge.
- 3.2 A parent or student may at any time contact the Head of School or the Headmaster in relation to any complaint; however, such contact will not obviate statements the in this policy.
- 3.3 Where in the professional judgment of the Head of School or Headmaster, there is a need for the complaint to be addressed, staff members concerned will be informed and involved.
- 3.4 The Head of School will discuss the parent or student concerns and attempt resolution. The staff member should be informed and a meeting convened at which the Head of School or delegate, the parent / student and staff member(s) should be present.
- 3.5 If the Head of School recognises that the complaint is unresolved after the meeting, they may refer the matter to the Headmaster for resolution.
- 3.6 If the complaint is against the Head of School, the Headmaster will address the matter.
- 3.7 If the complaint is against the Headmaster, the Chair of the College Council will address the matter.
- 3.8 Neither the Minister for Education and Child Development nor the Department for Education and Child Development has any power to directly intervene in any complaints relating to the operations of Prince Alfred College.

4. Implementation

Confidentiality and Discretion

- 4.1 As far as possible and appropriate, due discretion will be respected and maintained by all parties throughout the resolution process. The College will treat parents or guardians' complaint with respect and sensitivity. However, parents or guardians should not assume that their communications with the College, or any documents they may supply will necessarily be kept confidential. Although the College endeavours to deal with complaints with appropriate discretion, the College reserves the right to disclose details of the matter to other persons who in the College's opinion need to know them, in order to facilitate the resolution of the complaint. This will be conducted in consultation with parents.
- 4.2 Communication of the issue may be limited only to those who need to be informed in order for the complaint to be resolved.
- 4.3 There should be an understanding that anonymity may make resolution more difficult.

5. Relevant Procedure

- 5.1 Formal Complaints Handling Procedure