



THE HUTCHINS SCHOOL

# Complaints and Grievances Procedure

<b>Relevant legislation</b>	Anti-Discrimination Act 1998 (Tas) Australian Human Rights Commission Act 1986 (Cth) Fair Work Act 2009 (Cth) Disability Discrimination Act 1992 (Cth) Education and Care Services National Law (Application) Act 2011 (Tas) Education and Care Services National Regulations Privacy Act 1998 (Cth)
<b>Commencement date</b>	01 July 2020
<b>Last review date</b>	15 June 2020

## 1. Purpose

The purpose of this procedure is to outline the process by which complaints and grievances will be handled at The Hutchins School.

## 2. Scope

This procedure applies to all staff, students, parents, and members of The Hutchins School community, and may be used either in relation to grievances raised by groups or by individuals in relation to:

- bullying;
- discrimination;
- harassment;
- unfair treatment; or
- victimisation.

Circumstances do exist in which this procedure does *not* apply, including:

- in relation to issues which are outside of the responsibility or scope of The Hutchins School in its role as an employer; or
- where an existing review, appeal or complaint procedure is already in process.

### 3. Definitions

Definitions for this procedure are defined in the [Complaints and Grievances Policy](#). Please refer to that document for further information.

### 4. Responsibilities

<b>Chief Operating Officer (COO)</b>	Primary reception point of complaints and grievances; determines responsibility for dealing with complaints among relevant parties.
<b>Headmaster</b>	Ultimately responsible for dealing with grievances and complaints made in respect to most school matters; may delegate responsibility to Heads of School.
<b>Heads of School</b>	Deals practically with most grievances and complaints that escalate to a formal process; may oversee or advise on grievances and complaints at a less formal level upon request or where deemed helpful.
<b>The Hutchins School staff</b>	May receive grievances and/or complaints via informal channels; responsible for redirecting families to the formal process where informal processes fail. Should seek help or advice from their Head of School where required, or where escalation to a formal process seems likely.
<b>Policy and Compliance Manager</b>	Responsible for the development and maintenance of the <a href="#">Complaints and Grievances Policy</a> and its associated procedure. Ensures that the systems that facilitate complaints and grievances reporting function in a way that supports all parties referred to within this document.

### 5. Supporting/related documents

Anti-Bullying Policy – Staff	Practice and Behaviour Guidelines
Anti-Bullying Policy - Students	Privacy Policy
Anti-Discrimination Policy	Records Management Policy
Commitment to Kindness	The Hutchins School Code of Conduct
<a href="#">Complaints and Grievances Policy</a>	Whistleblower Policy

These documents are available on Hutchins Central. If you are unable to view them, please contact the Policy & Compliance Manager.

## 6. Procedures

The Complaints and Grievance Procedures for staff, students and The Hutchins School community members are set out in the following documents which form part of this procedure:

### Information for staff

- Managing a complaint
- Managing a complaint (flowchart)
- Lodging a complaint (flowchart)

### Information for students

- Complaints and grievance flowchart for students

### Information for parents/carers/Hutchins community Members

- Complaints and grievance flowchart for parents/carers/community members

### Frequently Asked Questions

## 7. Record keeping

This policy is to be kept for three (3) years until review, unless there is a significant legislative or organisational change requiring earlier review.

The master copy is kept in Hutchins Central in read-only in PDF form. All printed copies are uncontrolled.

## 8. Document history

Version	Date	Summary of changes
1.0	01/2008	Initial release.
2.0	04/2020	Complete re-write of policy; new procedures implemented.



# THE HUTCHINS SCHOOL

## Complaints and Grievances Procedure

### INFORMATION FOR STAFF

#### **What do I do if I need to make a complaint, or if I have a grievance?**

If you have a complaint regarding a situation, service, facilities, policy, procedure or behaviour within the School, please follow the flowchart entitled 'Staff: lodging a complaint'.

#### **What if I receive a complaint from a parent, student or community member?**

Any staff member at The Hutchins School may receive a complaint or grievance. If you receive a complaint or grievance, your first step should be to consider the nature of the issue and the possible risks associated with it. If you feel that a complaint or grievance is beyond your ability to resolve, you should seek help from your supervisor or Head of School. If it is appropriate for you to manage the complaint or grievance, refer to the 'Staff: managing a complaint' flowchart.

#### **Are there complaints and grievances that I should *not* manage myself?**

Some complaints and grievances must be referred to specialist staff, or to management. Should you receive a complaint about any of the following, please speak with your Head of School, the Headmaster or COO immediately:

- allegations of a safeguarding children nature against an employee;
- allegations of corruption or misconduct;
- a risk of harm or significant harm to a child;
- privacy or data breach issues; or
- issues or complaints relating to Children's Services (Pre-Kindergarten/Kindergarten/OSHC), or the National Quality Framework.

#### **The Complaints and Grievance Procedure**

The subsequent pages of this document will outline the procedure to be undertaken upon the receipt of a complaint or grievance from a member of The Hutchins School community, including students and their families.



# Complaints and Grievances Procedure

## STAFF: MANAGING A COMPLAINT

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As a staff member of The Hutchins School, there may be occasions in which you are required to manage a complaint presented to you by a parent, student or community member. Where this is the case, the following procedure applies. At each step in this procedure, it is expected that staff will:

- listen to the complaint;
- acknowledge the issues raised;
- gather as much information as possible;
- communicate your decision, providing reasons;
- implement your outcome actions; and either
- close the complaint, or refer to the next step in the process.

**(STEP 1: The informal process)** Most complaints should be resolved at this level, without the need for further escalation. Class teachers, subject teachers and mentors are often in the best position to handle routine concerns about matters relating to their own areas of responsibility. Manage the complaint or grievance at your discretion, being mindful to seek further help (step 2) if required.

**(STEP 2)** Some complaints may require further support. Where this is the case, your next step is to speak with your supervisor or manager, who will support you through the resolution process and arrange a meeting between the relevant parties. Record keeping may be helpful at this point, particularly if the complaint is recurrent.

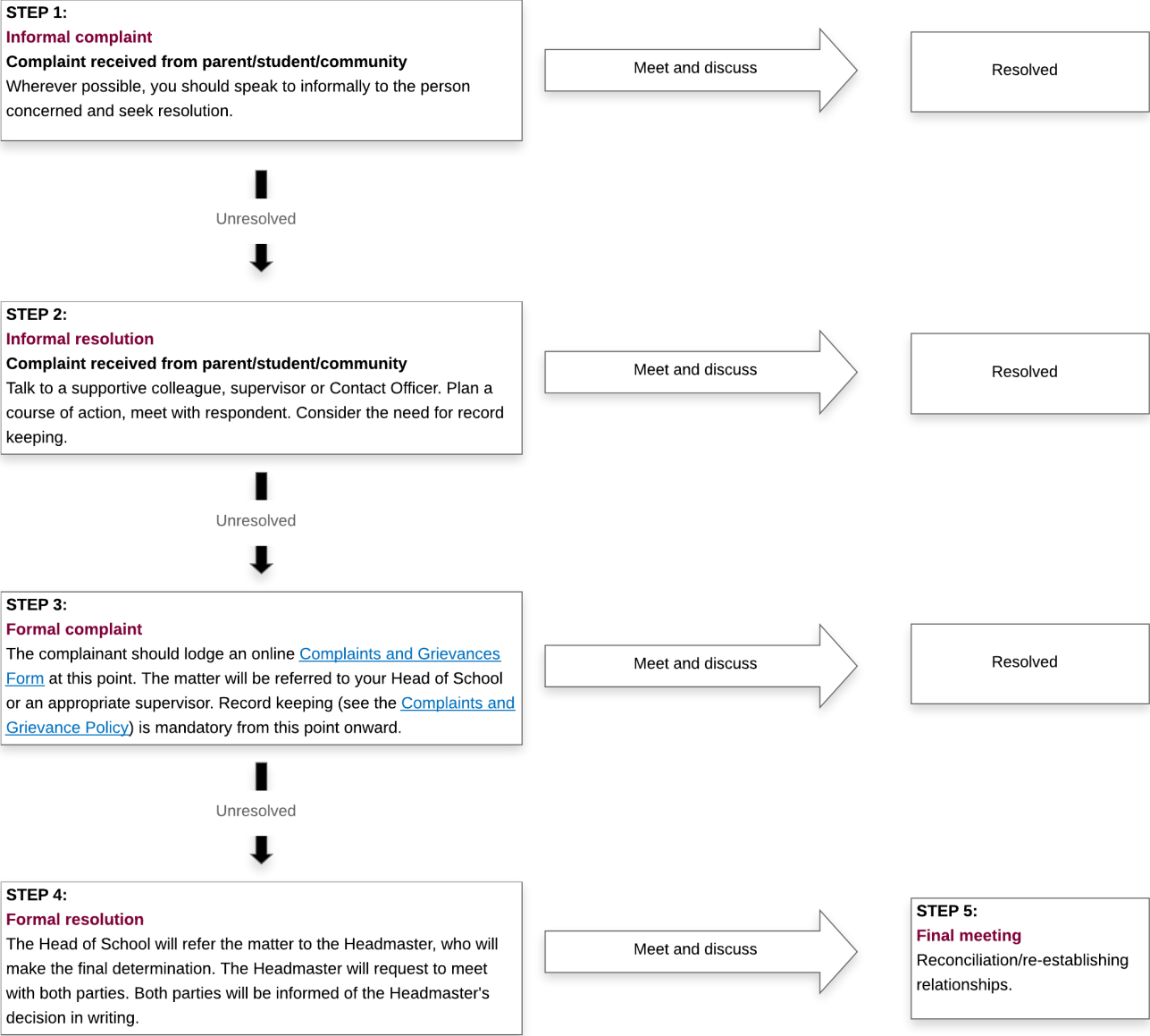
**(STEP 3: The formal process)** It is the Hutchins School's expectation that relatively few complaints or grievances will require management at the next level. Should resolution prove impossible at the informal level, a complaint or grievance should now progress to the formal resolution process. This process is initiated at the completion of the [Complaints and Grievances Form](#), which may be completed either by the complainant, or by the staff member in receipt of a complaint submitted via alternate means (e.g. email). Completion of the form will escalate the matter to your Head of School and trigger the commencement of formal record keeping. The Head of School should seek to resolve the complaint or grievance according to the same steps outlined above.

**(STEP 4: Formal review by the Headmaster)** This is the final step in the Complaints and Grievance Procedure. Any decisions made by the Headmaster are final. The Headmaster will request to meet with both parties to seek a mutually agreed upon resolution. Where agreement cannot be reached, the Headmaster will collate all the available information and make a determination. Both parties will be informed of the Headmaster's decision in writing.



# Complaints and Grievances Procedure

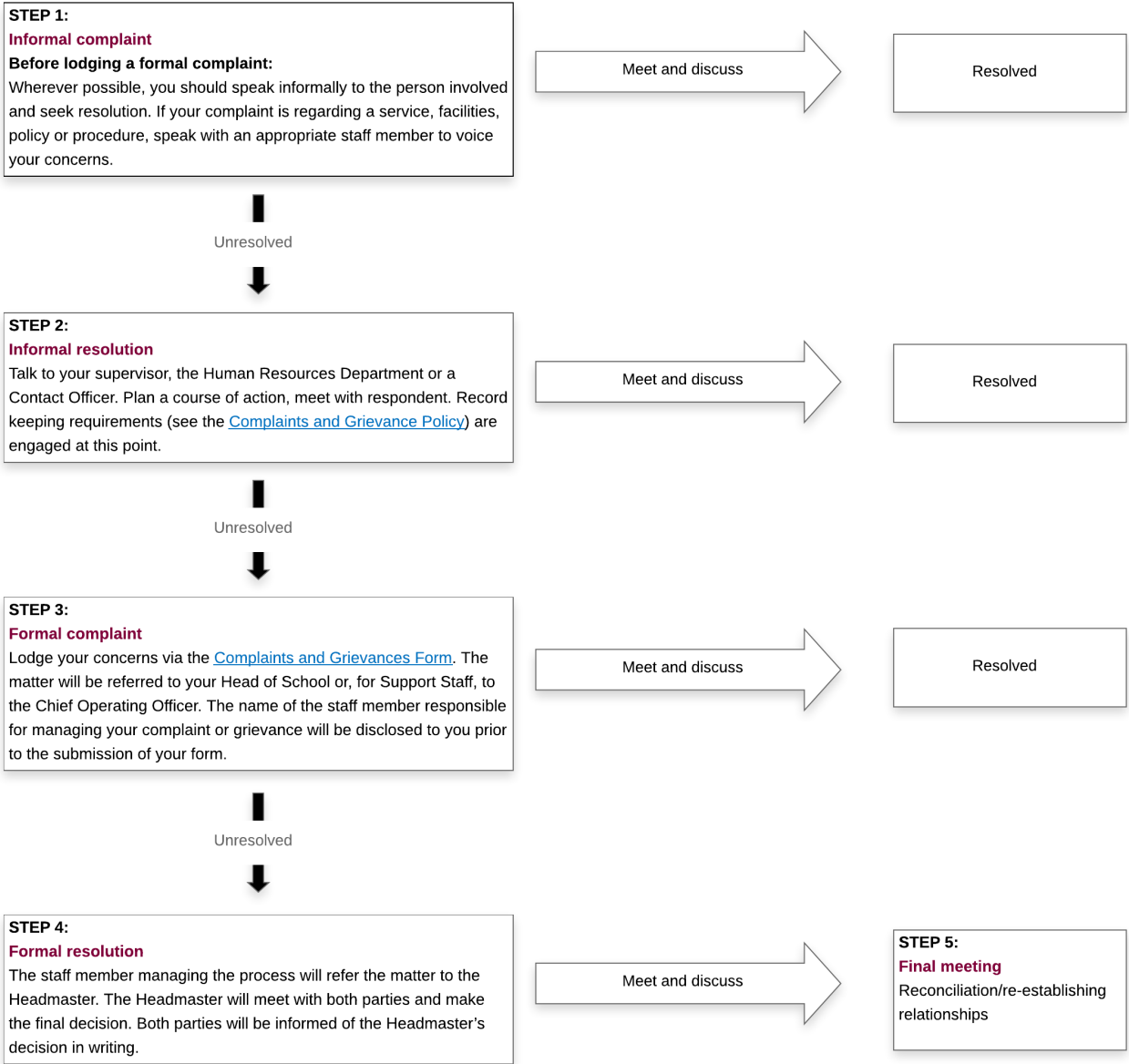
## STAFF: MANAGING A COMPLAINT (FLOWCHART)





# Complaints and Grievances Procedure

## STAFF: LODGING A COMPLAINT (FLOWCHART)





# Complaints and Grievances Procedure

## INFORMATION FOR STUDENTS

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### What do I do if I have a complaint or grievance?

If you have a complaint regarding a situation, service, facilities, policy, procedure or behaviour within the Hutchins School, please follow the flowchart enclosed after this information.

### What should I expect throughout this process?

The first step of this process requires you to attempt to resolve the complaint or grievance by informal means. Speak with the person involved and try to reach a mutually beneficial outcome. If you cannot resolve the issue at this first step, speak with a staff member, or someone you trust, at the Hutchins School. They will walk you through the rest of the grievance process. You can expect any of our staff to:

1. Listen to your Complaint.
2. Acknowledge the issues you have raised.
3. Gather as much information as possible.
4. Communicate their decision, providing reasons.
5. Implement their outcome actions.
6. Close the complaint or refer to the next step in the process.

If at any point you feel that the staff member assigned to the resolution of your grievance or complaint is not an appropriate person, you have the right to request that another staff member manage the process.

### What is expected of me throughout this process?

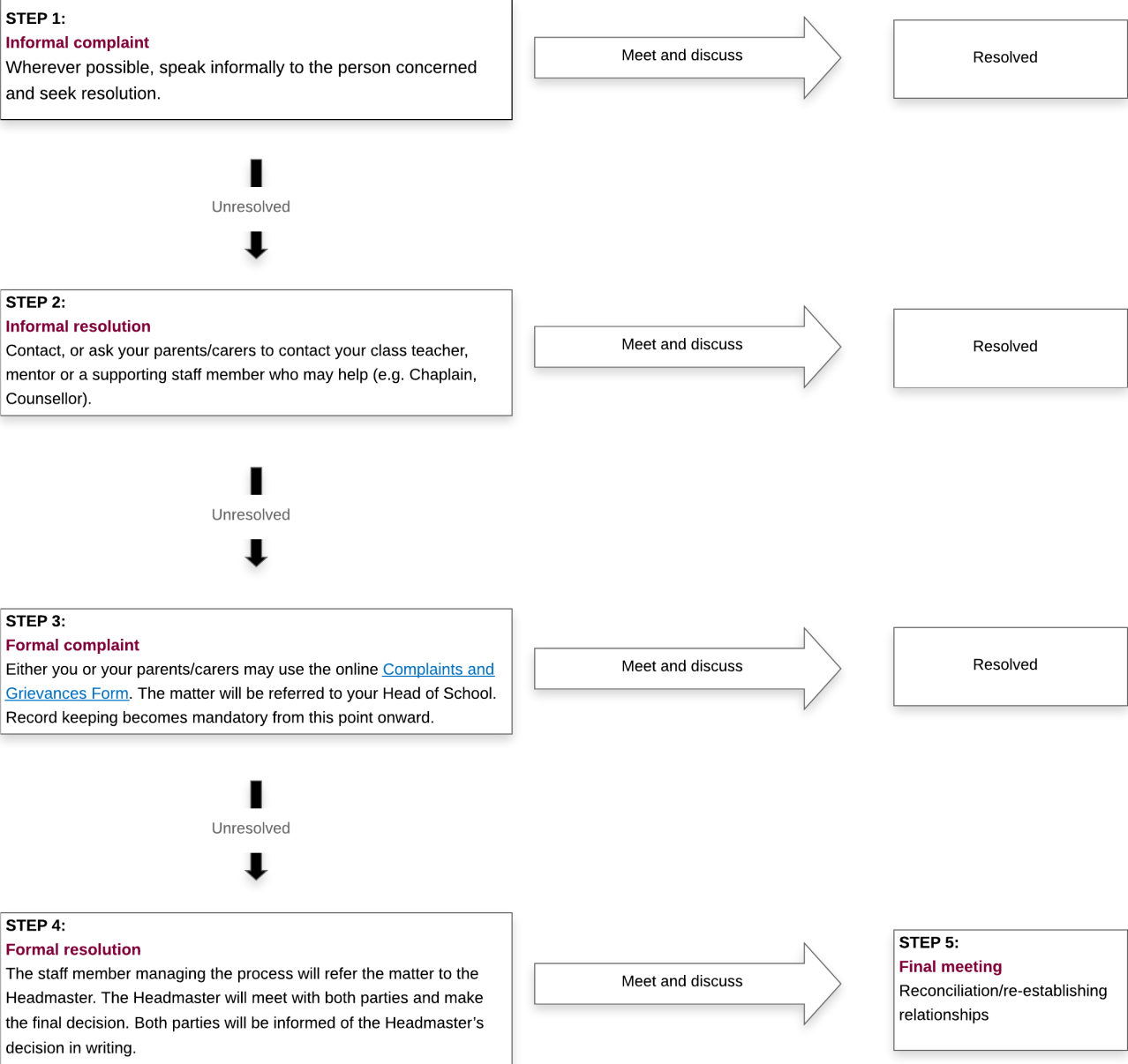
The Hutchins School expects that you will continue to maintain your enrolment and attendance throughout the complaints and appeals process.





# Complaints and Grievances Procedure

## FLOWCHART FOR STUDENTS





# Complaints and Grievances Procedure

## INFORMATION FOR PARENTS/CARERS/THE HUTCHINS COMMUNITY

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### What do I do if I need to make a complaint?

If you have a complaint regarding a situation, service, facilities, policy, procedure or behaviour within the School, please follow the flowchart on the following page.

### What should I expect throughout this process?

At each step of the Complaints and Grievances process, it is expected that the managing staff member will adhere to the following process:

1. Listen to your Complaint.
2. Acknowledge the issues you have raised.
3. Gather as much information as possible.
4. Communicate their decision, providing reasons to you.
5. Implement their outcome actions.
6. Close the complaint or refer to the next step in the process.

**(STEP 1: The informal process)** The Hutchins School requests that the first step in this process is an attempt at informal resolution. Please follow the flowchart (attached) to ensure that your complaint or grievance is directed to the appropriate member of staff.

**(STEP 2)** Some complaints may require further support. Where this is the case, your next step is to speak with a senior staff member (e.g. Assistant Head of School).

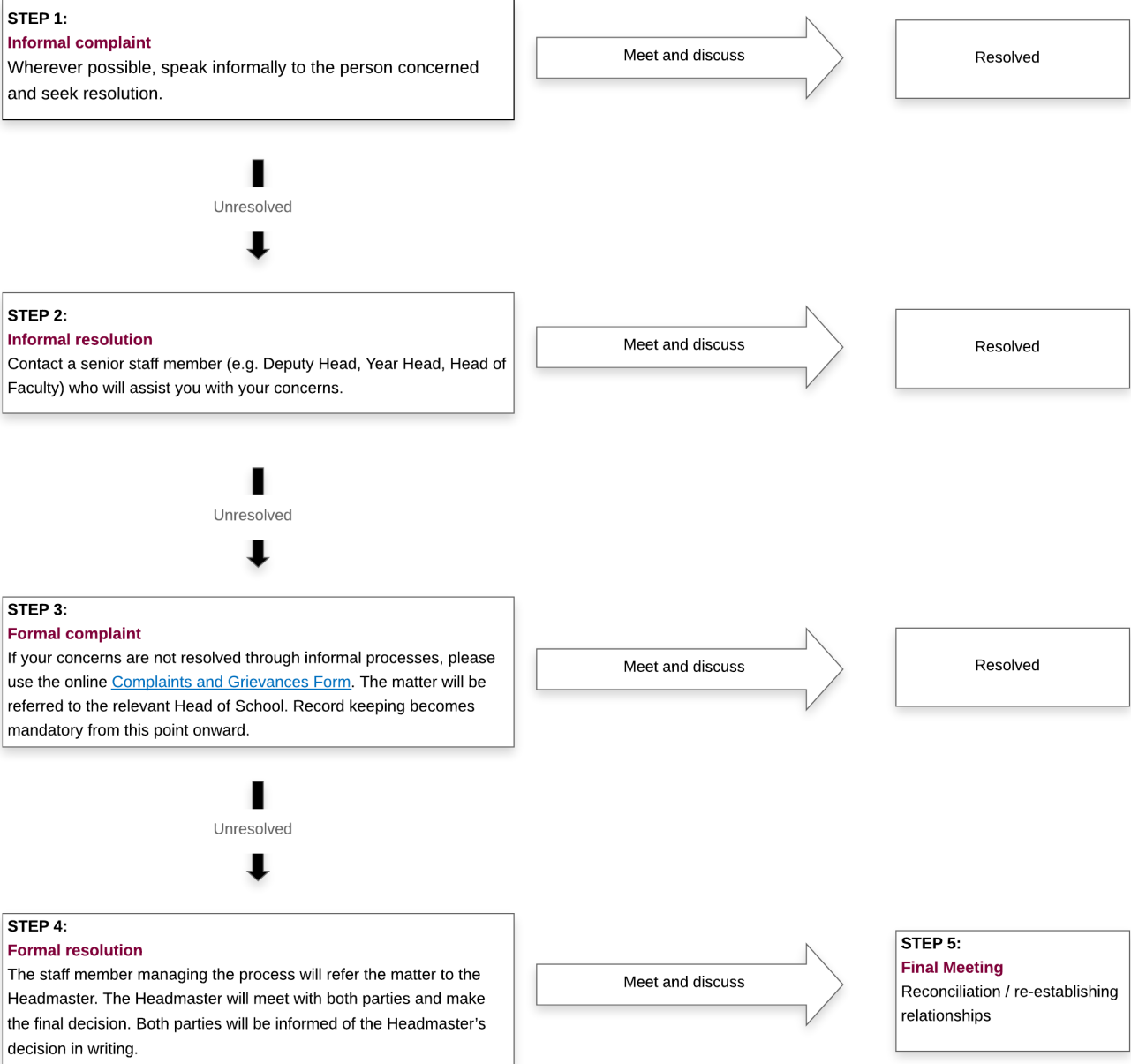
**(STEP 3: The formal process)** It is the Hutchins School's expectation that relatively few complaints or grievances will require management at the next level. Should resolution prove impossible at the informal level, a complaint or grievance should now progress to the formal resolution process. Should you wish to file a formal complaint or grievance, you will need to complete the [Complaints and Grievances Form](#), which is available online. Completion of the form will escalate the matter to your Head of School and trigger the commencement of formal record keeping.

**(STEP 4: formal review by the Headmaster)** This is the final step in the Complaints and Grievance Procedure. Any decisions made by the Headmaster are final. The Headmaster will collate all of the available information and make a determination.



# Complaints and Grievances Procedure

## FLOWCHART FOR PARENTS/CARERS/THE HUTCHINS COMMUNITY





# Complaints and Grievances Procedure

## FREQUENTLY ASKED QUESTIONS

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### **What do I do if my complaint or grievances is not resolved by these processes?**

If matters still remain unresolved, parties have the right to seek arbitration through the courts, an ombudsman, or other legal channels. These processes may entail a financial cost.

### **What if my complaint or grievance is against the Headmaster?**

Complaints and grievances against the Headmaster follow an entirely separate procedure. This procedure is still triggered by the use of the [Complaints and Grievances Form](#), however, all records pertaining to this complaint are sent directly to the Chairman of the Board and are not accessible to the Headmaster. Simply ensure that you select 'complaint against Headmaster' from the drop-down box, and your complaint will be directed accordingly.

### **I am an international student. Does this process apply to me?**

Yes! There are, however, additional options available to you should these processes not resolve your complaint. These are detailed in the [Complaints and Appeals Procedure – International Students](#) document, which has been made available to you both online and in your initial induction. Should you wish to take the matter further, it is recommended that any additional appeals are lodged within two weeks of the completion of the complaints and grievances procedure. Should you wish to lodge an external appeal, you may contact the Overseas Students Ombudsman at no cost. The Overseas Students Ombudsman offers a free and independent service, and may be contacted either via the web site ([www.oso.gov.au](http://www.oso.gov.au)), or by phoning 1300 362 072.

If you are concerned about the actions of the School, you may approach the chief executive of the Department of Education, Training and Employment. Concerns or complaints about the conduct of a registered provider should be addressed in writing to:

Executive Support Officer to the CEO Authority

Tasmanian Qualifications Authority

Level 6, 39 Murray Street, Hobart

Phone: +61 6165 6000