

# Managing Parent Complaints Policy

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<b>Policy Owner</b>	Business Manager
<b>Policy Authoriser</b>	Head

## RATIONALE

Positive, clear and effective processes for resolving concerns between parents and the College assists in the building of strong relationships, dispels anxiety and ultimately provides students with an enhanced learning environment.

## POLICY

Trinity College will provide clear and fair processes that allow concerns to be aired and resolved in a timely and effective manner.

1. Trinity College prides itself on clear, consultative and open communication. Staff will attempt to resolve all issues using positive communication strategies.
2. While we accept our responsibilities to consult and to communicate both clearly and effectively with the College community, members of the community also have an obligation to read all electronic and written communication including notices, newsletters, Parent Handbook, attend briefings and seek clarification when required.
3. Trinity College is an independent school and as such Parent Complaints will be dealt with within the College. If at the end of the complaints process the parent remains unsatisfied with the outcome of the complaints process there are no further avenues of complaint.

It is noted that neither the Minister for Education nor the Department for Education has any power to intervene in any complaints relating to the operation of a non-government school.

## PROCEDURES

Procedures exist to provide positive, clear and effective processes for resolving concerns between parents and the College.

Please see the flow chart below. A complaint becomes formal once it is taken to the Head of School.

Notes:

1. All concerns are to be kept as confidential as possible.
2. Communication and resolution processes should always be based on the parties acting in good faith, exercising good judgement, being open and honest and focusing on the issue, not the person(s).
3. Each complaint will be dealt with on its particular circumstances and merits and any settlement reached or determinations made through the resolution process will not necessarily constitute any binding precedent for future or similar cases.

4. In responding to a complaint every reasonable effort shall be made to ensure that natural justice and procedural fairness are afforded to all parties. This means in practical terms that:
  - a) All parties are entitled to be treated with respect and to be heard.
  - b) All parties should participate fully in the resolution process to achieve an outcome that is realistic and reasonable.
  - c) A person who is the subject of a complaint should be informed of the substance of the complaint and given an opportunity to present their perspective.
  - d) All parties have a right to seek advice and support. If bringing a support person to a meeting that should be advised beforehand as a matter of courtesy.
  - e) Investigations and proceedings must be conducted fairly, thoroughly and without bias or undue delay.
  - f) Parties should provide all relevant, material, complete and factual information, documents or other evidence relating to the complaint.
  
5. All formal discussions and processes involving complaints will be documented.

## Managing Parent Complaints Flowchart

