INFORMATION FOR THE SCHOOL COMMUNITY

INTRODUCTION

The Anglican Schools Commission (Inc.), trading as AngliSchools ("AngliSchools"), welcomes suggestions, feedback and comments, about AngliSchools Head Office staff, from members of the AngliSchools community (past and present), and takes all complaints and concerns seriously. AngliSchools community includes staff, parents, guardians, and students.

AngliSchools is committed to ensuring the safety, welfare and well-being of all children and people at our schools. We want children to be safe, happy and empowered. We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and with consistency. We will always give priority to any complaints involving the safety, welfare and well-being of students.

This policy deals with procedures for AngliSchools community (including past students). This policy does not cover complaints from staff members about aspects of their employment.

Parents will often wish to raise issues on behalf of their children. There are other issues which students may choose to raise on their own behalf, and which are best raised by them.

Please refer to the relevant school website for the school specific Dispute and Complaint Resolution process.

What is a Complaint?

A complaint is 'An expression of dissatisfaction made to AngliSchools Head Office about its services, decisions, actions or those of its staff, or about the complaint management process itself.'

A complaint or concern may be raised about AngliSchools Head Office, a specific department, about a particular activity, about an individual member of staff, or about another member of the school community.

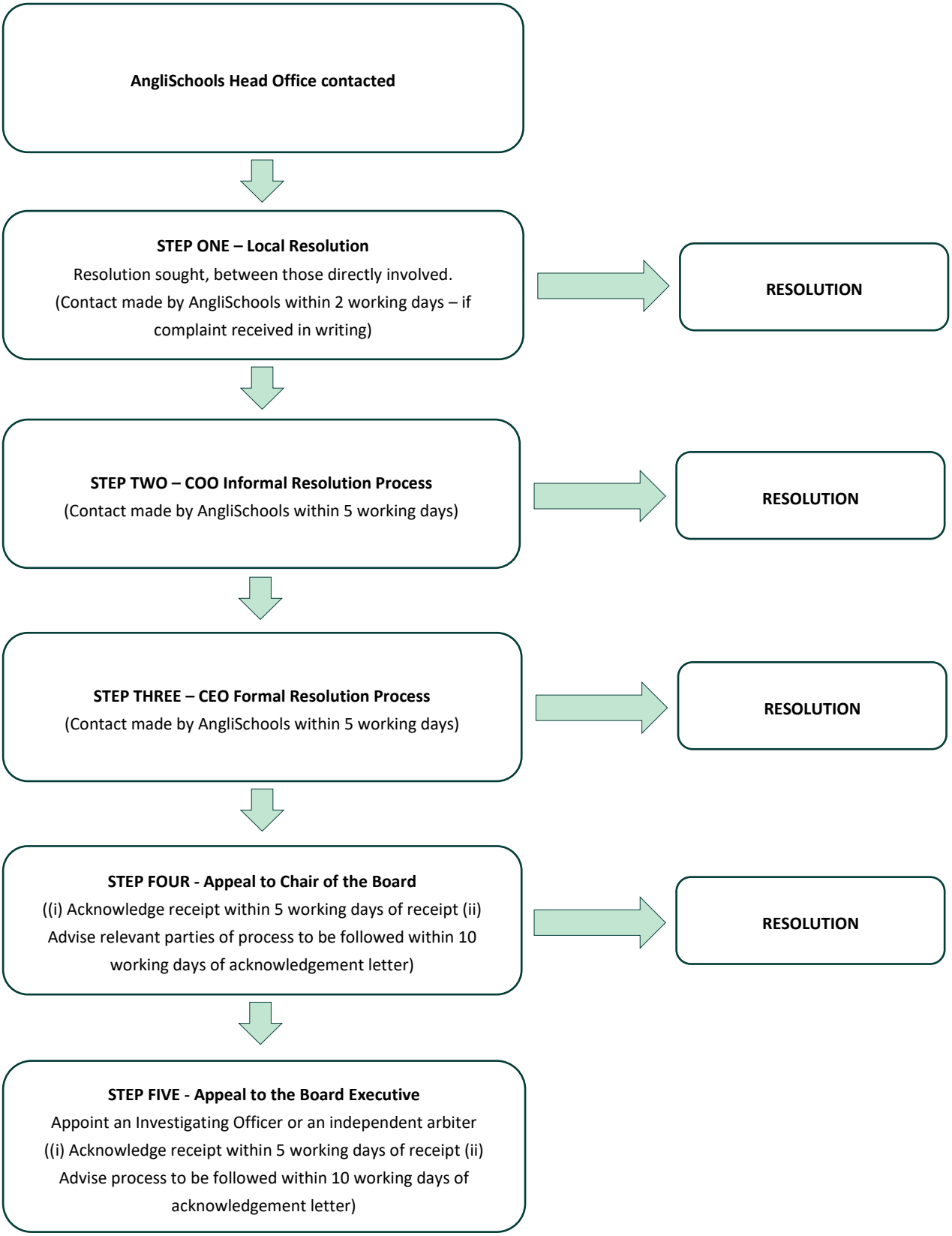
All complaints will be handled seriously.

Commitment

We recognise the AngliSchools community have a right to complain and our aim is to ensure that:

- AngliSchools community know how to make a complaint if they wish to do so;
- a child-focused, child-friendly, culturally safe dispute and complaint process is adopted;
- the complaint process allows complaints to be made face-to-face, by email, by telephone call, a letter or a meeting.
- they can expect to be taken seriously;
- training is provided to staff and volunteers on the dispute and complaint process;
- complaints made by parents will not rebound adversely on their children and similarly, complaints raised by students will not rebound on them or on other students;
- confidentiality is respected and maintained so far as is possible;
- a resolution of the matter is sought, with the parties directly involved;
- they are engaged in the review processes and provide feedback on review outcomes;
- complaints are recorded and regularly analysed in order to identify causes or systemic weaknesses;
- mandatory reporting obligations when receiving, responding to and investigating complaints of child harm or abuse are adhered to;
- the dispute and complaint process is reviewed annually, or after an event and participation of children and young people is sought in this review.

DISPUTE AND COMPLAINT RESOLUTION FLOWCHART – HEAD OFFICE



NB: The complainant will be advised if the CEO decides to omit STEP TWO due to the serious nature of the complaint.

INFORMATION – Making a Complaint

Step 1: Local Resolution Process Between the Parties Directly Involved

When a dispute or complaint arises, we recommend the parties involved attempt to resolve the issue between themselves in the first instance. If a complaint or concern is raised in writing, the complainant will be contacted within two (2) working days, to explain how AngliSchools proposes to proceed.

Persons for whom English is not their first language, or who have reduced literacy skills, may bring a translator or advocate.

We want to hear from you.

Anonymous Complaints

We would prefer to know the identity of a person making a complaint as it can help in investigation and resolution.

Anonymous complaints will be noted and dealt with in accordance with the circumstances, available information and the action required.

Step 2: COO Informal Resolution Process

Where a resolution cannot be reached, the COO should be approached to assist in the resolution of the matter.

The COO shall initially deal with the parties by providing all parties with the opportunity to state their position in the matter to allow the COO to gain a thorough understanding of each party's position

NB: Where the dispute/complaint is of a serious nature that in the opinion of the COO requires a formal resolution, the COO shall proceed directly to *Step 3: Formal Resolution Process*. The complainant will be advised if the COO decides to omit Step 2 due to the serious nature of the complaint.

Step 3: CEO Formal Resolution Process

When an informal resolution fails or when the COO decides to move to the Formal Resolution Process immediately, the CEO shall:

- contact you, within five (5) working days, to explain how AngliSchools proposes to proceed.
- request in writing from you about the nature and details of the dispute/complaint.
- record the specifics of the dispute/complaint including:
  a. the nature of the dispute/complaint
  b. the parties involved
  c. the parties' views of the matter and their suggested resolution
  d. any substantiation provided
  e. the provision to the parties of a proposed timeline for resolution.
- make a decision based on the merits of the case and appropriately balance the principles of justice and compassion.
- discuss the decision with the parties and provide the decision in writing within the proposed timeline.

The CEO may, after exhausting all reasonable attempts at conciliation, offer outside mediation, including the service of providers such as the Employee Assistance Programme providers, prior to any decision being made.

The CEO will maintain an appropriate Complaints Register recording all formal complaints and how they have been resolved. The task will be managed by the Director of Risk and Compliance.

NB: The parties to the dispute/complaint shall be provided by the CEO with a copy of this document, at the commencement of this process.

Confidentiality

Your complaint or concern will be treated in a confidential manner and with respect. Knowledge of it will be limited to the CEO and those directly involved. The Chair of the Board may also need to be informed. It is the AngliSchools policy that complaints made by parents will not rebound adversely on their children.

We cannot entirely rule out the need to make third parties outside AngliSchools aware of the complaint and possibly also the identity of those involved. If information is passed to a third party, such as the Police or other external authorities, you will be informed, unless this is prevented by legal obligation.

In some cases, we will not be able to discuss the details of action taken as it would be inappropriate. Legally we are not able to divulge information of matters which require the involvement of a relevant government authority, without the permission of that government authority.

Step 4: Appeal Process to the Chair of the Board

Not satisfied with the outcome

We hope to resolve the matter, so you feel satisfied with the outcome, or at least that your concerns have been fully and fairly considered.

If you are not satisfied, you can write directly to the Chair of the Board, who will acknowledge receipt of your appeal within five (5) working days and advise you of the process to be followed within ten (10) working days. The Chair will obtain a full report from the CEO, examine matters thoroughly to determine if the complaint has been handled in accordance with AngliSchools policy and procedure as well as to give further consideration.

Where the dispute or complaint involves the CEO (as opposed to an appeal of the CEO's decision in Step 3 above), the Chair will convey the decision of the Board Executive or undertake further conciliation in an attempt to resolve the matter by agreement between the parties.

You will be notified in writing of the outcome of the appeal.

Step 5: Appeal Process to the Board Executive

If the outcome of the Chair's review and consideration does not bring about a resolution, you can write to the AngliSchools Board Executive, who will appoint an Investigating Officer(s) or an independent arbiter. AngliSchools will acknowledge receipt of your appeal within five (5) working days. The investigator will advise you of the process to be followed within ten (10) working days.

It is their task to look at the issues in an impartial and confidential manner and report to AngliSchools. AngliSchools will notify you, within five (5) working days of the outcome of the appeal.

Contact Details

Written complaints should be addressed to:

PRIVATE AND CONFIDENTIAL

Chief Operating Officer
AngliSchools
Locked Bag 41
Cloisters Square
PO Perth WA 6850

Appeals will be shared with the Chair of the Board by the CEO. There may be certain circumstances, such as complaints about the CEO or a Board member or when you are not satisfied with the Chair's decision, when the complaint needs to be directed in writing to the Chair. This should be addressed to:

PRIVATE AND CONFIDENTIAL

The Chief Executive Officer
AngliSchools
Locked Bag 41
Cloisters Square
PO Perth WA 6850

Complaints about the Chair of the Board's decision may be addressed to:

PRIVATE AND CONFIDENTIAL

The Board Executive
AngliSchools
Locked Bag 41
Cloisters Square
PO Perth WA 6850