



CHRYSALIS STEINER SCHOOL

educating the whole child

Complaints Policy and Procedures

Policy

Complaint handling in Chrysalis School is fair, efficient and accessible. The School seeks a respectful and productive workplace culture where parents, carers and staff can raise their concerns directly.

The School will set clear guidelines and expectations for stakeholders regarding complaints, or allegations of staff misconduct or reportable conduct. In respect to the latter, the Child Protection Policy has precedence.

Wherever possible, the School will attempt to directly resolve an issue or complaint raised by a member of the school community by providing feedback or relevant information. Where a complaint cannot be resolved internally, the School will, as well as meeting its legal and regulatory obligations, act in good faith with an external mediator if the complaint is thus referred.

Information regarding the Complaints Policy and Procedures will be published on the School's web site and referenced in the Parent Handbook.

Staff Misconduct or Reportable Conduct

Information about what misconduct/reportable conduct means can be found in the School's Child Protection Policy. If a complaint relates to these matters the School will act in accordance with the Child Protection Policy.

Confidentiality and Due Process

All complaints will be managed by the School confidentially.

Only those persons who can assist with gathering information for the purposes of resolution, or relevant agencies (if reportable) will be consulted.

The School will seek to ensure procedural fairness for both the complainant and the person about whom the complaint has been made.

Complaints Management Procedure

Chrysalis School encourages members of its community to, at first, attempt to resolve issues and concerns with staff, face to face. Where the complainant is unable to do this, the following process may be triggered.

Chrysalis School's Complaints Management Process has four main stages:

1. **Assessment**, where the complaint is formally received and assessed, and a decision made in respect to the need to refer the complaint to an external agency (see Child Protection Policy).
2. **Resolving** the matter internally (if appropriate), through interviewing stakeholders and reviewing pertinent information, before deciding upon an outcome.
3. **Implementation and monitoring** of the outcome, including an opportunity to escalate the matter to the Board if the complainant is not satisfied with management’s proposed resolution.
4. **Referral** of matters to external agencies (where required under the Child Protection Policy) or to the Board.

The detailed procedure is shown in Figure 1.

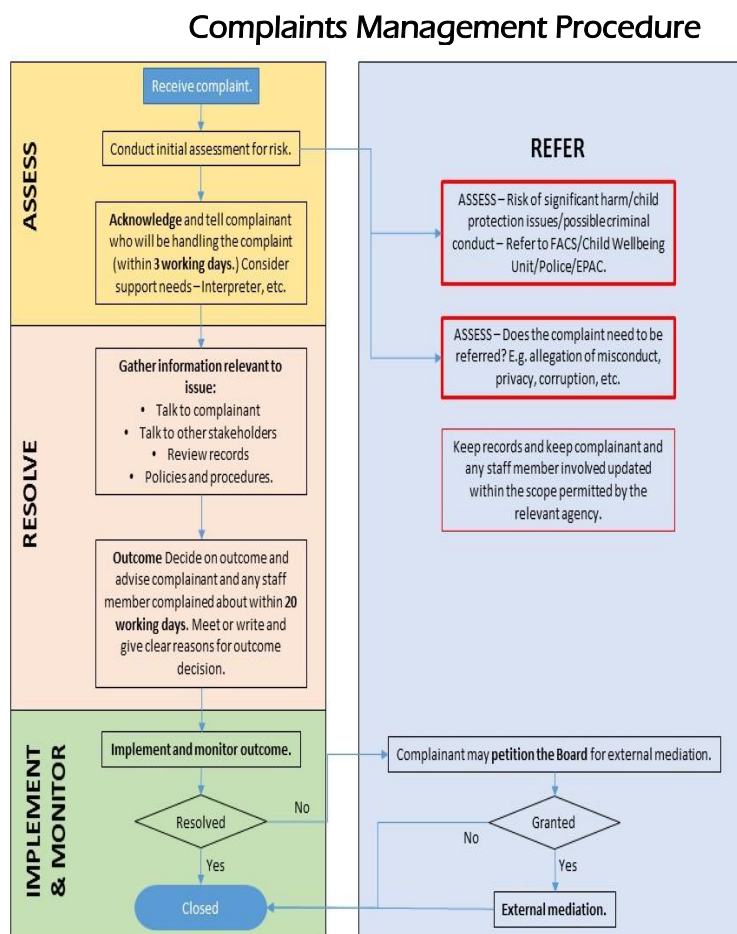


Figure 1.

Making a Complaint

Complaints MUST be submitted using the form provided at the end of this document and clearly state the following:

- Description of the complaint.
- To whom or what the complaint relates to.
- What outcome you are seeking.
- Any additional information you believe will assist in the resolution of your complaint.

- Is there any support required whilst the complaint is being assessed and resolved.

Dependent upon the nature of the complaint, they may be referred as follows:

Allegations of **staff misconduct** or **reportable conduct** should be referred to the Education Manager/s (education@chrysalis.nsw.edu.au) or Business Manager (business@chrysalis.nsw.edu.au) These matters, once assessed and confirmed as such, will be managed in accordance with the Child Protection Policy.

Where an issue concerns a **teacher or education matter** it is best to approach the Education Manager/s (education@chrysalis.nsw.edu.au).

Where an issue involves a member of the Administration staff or an **administrative matter**, it is best to refer the complaint to the Business Manager (business@chrysalis.nsw.edu.au).

If the matter concerns the School **managers**, the Chair of the Board of Governors should be contacted (C/- administration@chrysalis.nsw.edu.au).

If the matter concerns the **Chair of the Board** the Business Manager should be contacted (business@chrysalis.nsw.edu.au).

The Resolution Committee

Where complaints involve significant or complex matters, the managers or director receiving the complaint may determine a committee is required to assess and/or resolve the matter.

The Resolutions Committee will be comprised of the School Managers, the Chair of the Board of Governors and a single member of a panel of conciliators chosen by the complainant. The Panel of Conciliators will consist of at least three members appointed by the Board.

Where the issue directly concerns one of the Managers or the Chair of the Board of Governors that individual will vacate their position on the Resolutions Committee and that position shall remain vacant for the duration of the resolution process.

Acknowledgement of a Complaint

The School will respond in writing to a complaint within three (3) working days of receiving the complaint, detailing;

- Who is managing the complaint - the complainant's ongoing point of contact.
- Whether the complaint is being referred to an external agency.
- If internal resolution is being sought, who is assessing the complaint and investigating a resolution.
- When the complainant can next expect to hear from the School.
- Confirmation of any support the complainant may have requested.

Resolution of a Complaint

The School will seek to resolve a complaint within twenty (20) business days of the complaint being acknowledged.

Where the complaint is a reportable matter and referred to an external agency, the complainant will be advised of the referral. In such matters, the period of resolution is outside of the School's control and the responsible agency will advise stakeholders independently.

Where the complaint is assessed and resolved internally, the School will provide information about the outcome to the complainant. This information will include:

- The outcome of the complaint and any action that is going to be taken, by whom and when.
- The reason/s for the decision.
- Any internal or external options for review.

The information will be confirmed in writing or e-mail.

While it is good practice to provide as much information as possible about outcomes, the School will keep confidential specific personal details about the management of staff. If a person is the subject of a complaint, they will also be provided with information about the outcome.

External Mediation

Where the complainant remains unsatisfied with the outcome of an internally addressed matter, they may petition the Board of Governors in writing to consider independent external mediation of the issue by an appropriately qualified mediator, such as from the AIS mediation service, SEA support service, Interrelate, LEADR, etc.

Such petitions should be made in writing and addressed to the Company Secretary through admin@chrysalis.nsw.edu.au.

Independent external mediation will be at the discretion of the Board of Governors and their determination will finalise the matter.

Records

The School will securely store records of (and associated with) complaints as required by law, but not less than seven (7) years.

Complex complaints may require additional record keeping (for example, file notes of contentious meetings).

Related Policy Name: Safe and Supportive Environment Policy
Child Protection Policy

Responsible: Business Manager and Education Manager

Review Date: Every 5 years or as legislature dictates

Last Updated: 25 February 2019.

Chrysalis School Complaint Form

Name of complainant	
Date of complaint	
Description of complaint (i.e. what is the issue or matter you seek to have resolved and the circumstances upon which it occurred).	
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To whom or what does the complaint relate to?	
If related to a member of staff, have you sought to resolve the issue or matter directly?	YES / NO (circle your response)
What outcome are you seeking?	
*	
Do you require any support whilst the complaint is being assessed and resolved?	
*	

* Please provide additional information overleaf

Additional information