



COMPLAINTS AND CONCERNS POLICY AND PROCEDURE (Students)

POLICY DETAILS AND DOCUMENT MANAGEMENT

Author: Principal

Approved by: School Board

Endorsed by: School Principal K-12

Review Due: May 2027

Published: May 2025

Policy Level		Dissemination	For Application	For Information
Board	<input checked="" type="checkbox"/>	Board	<input checked="" type="checkbox"/>	<input type="checkbox"/>
School	<input checked="" type="checkbox"/>	Executive Staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>
		Administrators	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Access		All Staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Open	<input checked="" type="checkbox"/>	Students	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Restricted	<input type="checkbox"/>	Public (Website)	<input type="checkbox"/>	<input checked="" type="checkbox"/>

REVISION HISTORY

Published	Version	Approved By	File Name
19 May 2025	1	School Board	Complaints and Concerns Policy and Procedures Students V1

GENEALOGY

This Policy replaces: School

This Policy was cancelled and superseded by:

CONTENTS

OVERVIEW.....	4
SCOPE.....	4
NATIONAL PRINCIPLES FOR CHILD SAFETY	4
CONTEXT	4
POLICY	4
1. FEEDBACK.....	5
2. CONCERNS AND COMPLAINTS	5
3. RAISING A CONCERN OR A COMPLAINT	5
3.1 How to raise a Concern or a Complaint?.....	5
3.2 Who can raise a Concern or a Complaint?	6
3.3 Who can a Concern or a Complaint be raised with?	6
4. RESPONSE TO A CONCERN OR COMPLAINT.....	6
5. PRIMARY PROCESS FOR CONCERNS OR COMPLAINTS.....	7
6. CONFIDENTIALITY	7
7. PROCEDURAL FAIRNESS.....	8
8. INVESTIGATIONS	8
9. RETRIBUTION OF STUDENTS.....	8
10. RESOLUTION.....	8
11. APPEAL PROCESS.....	8
12. COMMUNICATION ABOUT POLICY TO STUDENTS.....	9
APPENDICES.....	10

OVERVIEW

At Emmanuel Christian Community School (ECCS) we encourage students to have a voice and be able to share a concern or a complaint in order to have an issue they are experiencing resolved. It is the responsibility of leadership, staff and volunteers to listen to matters raised by students and not be dismissive. This policy provides guidance on how students (past and present) can be supported to raise concerns or complaints.

The School is a culturally safe environment. Students are not discriminated against based on their cultural background, circumstances or beliefs. All students have the right to feel safe in raising a concern or complaint.

SCOPE

All members of ECCS staff and students must comply with this policy.

The School is committed to safeguarding and promoting the safety, welfare and wellbeing of children and young people and expects all staff and volunteers to share this commitment.

NATIONAL PRINCIPLES FOR CHILD SAFETY

The School fully supports the National Principles for Child safe Organisations, ensuring that all related school policies are child focused. Principles enacted through this policy include:

- Principle 5.4 Ongoing supervision and people management is focused on child safety and wellbeing.
- Principle 6.1 The organisation has an accessible, child focused complaint handling policy which clearly outlines the responsibilities of leadership, staff and volunteers, approaches to dealing with different types of complaints, breaches of relevant policies or the Code of Conduct and obligations to act and report.
- Principle 6.2 Effective complaint handling processes are understood by children and young people, families, staff and volunteers.
- Principle 6.3 Complaints are taken seriously and responded to promptly and thoroughly.
- Principle 6.4 The organisation has policies and procedures in place that address reporting of complaints and concerns to relevant authorities, whether or not the law requires reporting, and cooperates with law enforcement.

CONTEXT

Emmanuel Christian Community School may, from time to time, review and update this policy to take account of changes to the school's operations and practices and to make sure it remains appropriate to the changing legal and school environment.

At Emmanuel Christian Community School, we encourage students to have a voice and be able to share a concern or a complaint in order to have an issue they are experiencing resolved. It is the responsibility of leadership, staff and volunteers to listen to matters raised by students and not be dismissive.

This policy provides guidance on how students can be supported to raise concerns or complaints.

POLICY

All students are entitled to submit feedback, concerns or complaints which should be made directly to the school as soon as practically possible. The school will endeavour to respond to feedback/concerns/complaints within 12 working hours (2 school days), depending on the level of immediacy required.

1. FEEDBACK

The School welcomes feedback from students as an opportunity to improve the schooling environment, teaching and learning or care that the School provides students. Feedback can be made in various ways depending on the age of the student.

- a) Speaking directly with a member of staff (Primary and Secondary)
- b) Talking with Student Leaders (Secondary)
- c) Completing in-class surveys (Primary and Secondary)
- d) Completing satisfaction surveys (Primary and Secondary)

2. CONCERNS AND COMPLAINTS

A concern is when a student has an issue that is affecting theirs or another member of the community's safety, education or wellbeing.

A complaint is an expression of genuine dissatisfaction. There may be various reasons for students to raise a concern or a complaint. It may be relating to school or an issue relating to outside of school. No matter what the concern or complaint relates to, the School will work to assist students to resolve or work towards finding solutions to the issues.

Some examples of concerns or complaints may include:

- Peer relationships – friendship issues, conflict, bullying
- Learning environment – difficulties experienced in class
- Teacher relationships – student and teaching staff interactions
- Academic progress – difficulties with coursework, queries with grades
- Health issues – ongoing illness, mental health
- Safety concerns – identified risks, feeling unsafe

3. RAISING A CONCERN OR A COMPLAINT

Students should be encouraged to share anything that is concerning them or when there is dissatisfaction about something relating to their schooling. Raising a concern or a complaint allows the College to identify areas where we can improve levels of care and education of our students.

3.1 How to raise a Concern or a Complaint?

Students may raise a concern or a complaint by:

- Talking with a staff member
- Writing it down in a letter
- Emailing the concern or complaint to Admin using a feedback form (Secondary)
- Use the suggestion box in the Library (if you wish to remain anonymous) (Secondary)

Students might find it helpful to:

- Talk with their parents to help them identify what the concern or complaint is
- Talk with a trusted adult to help them identify what the concern or complaint is
- Think of the desired outcome they would hope for.

3.2 Who can raise a Concern or a Complaint?

Concerns or complaints can be raised by:

- The student experiencing the issue
- A friend of the student
- Parents
- Teachers

3.3 Who can a Concern or a Complaint be raised with?

Concerns or complaints can be raised with any member of staff, yet it might be helpful to speak with your teacher (Primary) or a Year Coordinator (Secondary) first to identify who the best person to assist you might be.

Below are the members of staff that may be able to best support students in addressing concerns or complaints:

- Class Teacher
- Any other teacher
- Year Coordinator (Secondary)
- Deputy Principal
- Principal
- Chaplain
- Emailing the concern or complaint to Admin admin@eccs.wa.edu.au

4. RESPONSE TO A CONCERN OR COMPLAINT

All feedback, concerns and/or complaints will be taken seriously and responded to appropriately. In most scenarios, the following steps will be followed to support students:

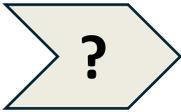
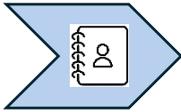
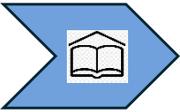
1. Staff will listen to the details of the concern or complaint.
2. Staff may need to talk through the concern or complaint to develop a thorough understanding of the issue.
3. Staff will consider some alternatives that could be solutions to the concern or complaint.
4. Staff will discuss with the student possible solutions and together discuss the best resolution.
5. In some situations, ongoing follow up with the student may be required.

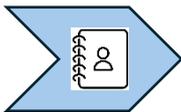
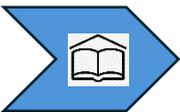
Where more information is required, staff will investigate the complaint further and then arrange a time to provide feedback on the concern or complaint.

The School aims to respond to concerns or complaints in an age appropriate manner as soon as practicably possible. If an identified concern or complaint has not been initially responded to within 12 work hours (2 school days), complainants should contact the School and notify a member of the Administration Team. The School will make it a matter of priority that someone makes contacts before the end of the day.

Concerns/complaints referred to or made in writing to the Principal (by email or correspondence) will be responded to within 5 school days acknowledging the receipt of the concern/complaint and will give an indication of the expected time frame for a response. Once the matter has been investigated, then a response will be given in writing.

5. PRIMARY PROCESS FOR CONCERNS OR COMPLAINTS

Concern or Complaint	Report to Teacher	Refer to Deputy Principal	Refer to Principal	Refer to School Board	Independent Arbiter
					
Concern/complaint identified	If the teacher cannot support you satisfactorily, they can refer to the Deputy Principal	If the Deputy Principal cannot support you satisfactorily, they can refer to the Principal	Principal determines what the action/outcome needs to be. If you are not satisfied with the action/outcome, an appeal to the School Board can be made	Write a letter to the School Board explaining your concern or complaint, the Principal's suggested action/outcome and why you are not satisfied with it	Any further review is done by an Independent Arbiter. This review is final.

Concern or Complaint	Unresolved	Refer to Deputy Principal	Refer to Principal	Refer to School Board	Independent Arbiter												
																	
<table border="1"> <tr> <td>1. Relating to academics</td> <td>Head of Learning Area</td> </tr> <tr> <td>Speak to teacher directly</td> <td>Refer to Deputy (Curriculum) if unresolved</td> </tr> <tr> <td>2. Relating to peers</td> <td>Head of Year</td> </tr> <tr> <td>Speak with the Chaplain</td> <td>Refer to Deputy (Students) if unresolved</td> </tr> <tr> <td>3. Relating to the school</td> <td></td> </tr> <tr> <td>Speak with the Head of Year</td> <td>Refer to either Deputy if unresolved</td> </tr> </table>	1. Relating to academics	Head of Learning Area	Speak to teacher directly	Refer to Deputy (Curriculum) if unresolved	2. Relating to peers	Head of Year	Speak with the Chaplain	Refer to Deputy (Students) if unresolved	3. Relating to the school		Speak with the Head of Year	Refer to either Deputy if unresolved		If the Deputy Principal cannot support you satisfactorily, they can refer to the Principal	Principal determines what the action/outcome needs to be. If you are not satisfied with the action/outcome, an appeal to the School Board can be made	Write a letter to the School Board explaining your concern or complaint, the Principal's suggested action/outcome and why you are not satisfied with it	Any further review is done by an Independent Arbiter. This review is final.
1. Relating to academics	Head of Learning Area																
Speak to teacher directly	Refer to Deputy (Curriculum) if unresolved																
2. Relating to peers	Head of Year																
Speak with the Chaplain	Refer to Deputy (Students) if unresolved																
3. Relating to the school																	
Speak with the Head of Year	Refer to either Deputy if unresolved																

6. CONFIDENTIALITY

All matters will be treated with the utmost respect of confidentiality. Only essential staff members are notified and those directly involved.

For serious matters (relating to Child Protection Issues), the Chair of the Board and other external authorities may need to be notified whether or not they are required to by law and the College will need to cooperate with such authorities should they require additional information.

7. PROCEDURAL FAIRNESS

Procedural fairness will be applied to all complaints, including:

1. A hearing appropriate to the circumstances to identify and/or clarify matters of dispute and outline desired outcomes.
2. Lack of bias.
3. Inquiry into matters in dispute.
4. Evidence to support a decision.

At times where there is no clear resolution, further consultation may occur between essential staff (where the name of the person raising the concern/complaint is anonymous) to gain another objective viewpoint.

8. INVESTIGATIONS

Some concerns/complaints may take additional time to resolve where further investigation or deliberation is required. This will be communicated to parties involved along with an expected timeframe for a final resolution. Decisions of resolutions will be based on evidence gathered during the investigation.

9. RETRIBUTION OF STUDENTS

Retribution of students by a staff member as a result of a concern or a complaint being raised is not acceptable and will be deemed by the School as a breach of the Staff Code of Conduct. Staff aware of a concern/complaint are expected to remain professional at all times. The process is viewed as an expression of genuine concern for the safety, education or wellbeing of a student and as such, staff are required to work towards a suitable resolution for all parties involved in a supportive manner.

10. RESOLUTION

In the event a concern or complaint is raised, School staff will work closely with students to find the best solution moving forward. Feedback will be provided as required and an agreed plan will be implemented and monitored.

11. APPEAL PROCESS

It is hoped that students are completely satisfied with the resolution of any matter raised, however in the event that a concern or complaint has an unsatisfactory outcome, parties involved may request that the matter be escalated to senior members of staff for review and consideration.

This process of appeal can be initiated by a referral by staff on behalf of the student raising the concern or complaint. Students or their representative or staff members can request this referral.

Should a family wish to appeal an outcome determined by the School, they may do so by referring the matter to the School Board for review. In the event that this determination requires further appeal, families may request from the School Board to refer the matter to an Independent Arbiter for review.

The Independent Arbiter is not employed by the School or a member of the Board. They will review whether the School has made a determination in accordance with the policies of the School.

The Director General of the Department of Education is responsible for ensuring that the school observes the registration standards, including the standard about its complaint handling system. Any student, parent or community member is entitled to contact the Director General with concerns about how the school has dealt with a complaint. Information is available on: <https://www.education.wa.edu.au>. While the Director General may consider whether the school has breached the registration standards, he/she does not have the power to intervene in a complaint or override the school's decision.

12. COMMUNICATION ABOUT POLICY TO STUDENTS

This policy is communicated in a child friendly version by:

- Posters around the School (see attached appendices)
- During class discussions and lessons (Primary)
- During Form discussions (Secondary)
- On the website

Lower Primary

1. Talk to a friend or parent

2. Who can you talk to at school?

3. Plan what to say

4. Say how you feel

5. Let it go

Is something bothering you at school? Don't worry, Kind Koala is here to help.

Sharing a concern or making a complaint

Upper Primary

DIARY of a
BOY WHO WAS WORRIED ABOUT SOMETHING AT
SCHOOL.

First get support from a friend or parent. They could give you some advice.

Second, find out how to make yourself heard - decide whether to make an appointment or write a letter.

Thirdly, PLAN! Decide what to say and what you want to do about it.

Then, put your plan into action. Be respectful and polite. Make yourself clearly understood.

It's important to ask questions and take notes. Be sure you understand.

Finally, once the issue has been resolved and you feel relieved, let it go and move on.



SECONDARY SCHOOL FEEDBACK OR COMPLAINTS PROCESS

HOW DO I GIVE FEEDBACK, RAISE A CONCERN OR MAKE A COMPLAINT?

- Identify what the concern is. Writing it down may help.
- Talk with a member of staff about it.
- Get a friend or a parent to assist you if that helps.

WHO CAN I TALK TO?

- Whoever you are most comfortable to talk to.
- All staff will be able to help you, yet you may think of speaking to your teacher, another member of staff or one of the school Chaplains.

WE ARE HERE TO HELP

- Doesn't matter what the problem is, let us help you to find a solution.
- Without knowing something is bothering you, we cannot help you.

CAN OTHERS RAISE A CONCERN/MAKE A COMPLAINT FOR ME?

- YES, others can raise a concern for you.
- Friends or family can do this on your behalf.

WHAT ABOUT CONFIDENTIALITY?

- Your concerns are not discussed with other students unless you authorise it.
- Only those who know will be informed to provide your ongoing support.
- If you are worried about this, share this with the person supporting you.

WHAT NEXT?

- Staff will discuss different alternatives of support with you.
- Staff supporting you may need to discuss the concern/complaint again just to clarify information.
- Staff will discuss with you information on what the way forward is.

LET US KNOW, WE WANT TO HELP