



Atlantis Beach Baptist College

CONCERNS AND COMPLAINTS POLICY - STUDENTS

Adopted by: Principal	Review date: 04/10/2023
Scheduled review date: 04/10/2024	
To whom issued: College staff and community	

POLICY CONTROL HISTORY

DATE:	REVIEWED BY:	AMENDMENTS/REVIEWS
04/10/2023	Principal	

SCOPE

At Atlantis Beach Baptist College, 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 College 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.

NATIONAL PRINCIPLES FOR CHILD SAFETY

The College adopts a Child Safe Organisation Framework where all child related policies are child focused. Although this policy documents the process of students raising a suggestion, complaint or concern, the policy is developed with the safety, education and wellbeing of children and young people as the primary consideration.

This policy supports the following principles:

- 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.

SUGGESTION AND FEEDBACK

The College welcomes suggestions from students (past and present) as an opportunity to improve the schooling environment, teaching and learning or care that the College provides students.

Secondary can suggest (including providing feedback) the following ways:

1. Suggestion Box located at reception (Secondary)
2. Talking with the Student Leaders (Secondary)
3. Speaking with a member of staff (Primary and Secondary)
4. Completing in-class surveys (Secondary)
5. Completing satisfaction surveys (Primary and Secondary)

NATURE OF A CONCERN OR COMPLAINT

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 is relating to, the College wants to assure our students that we are here to assist them to resolve or work towards finding solutions to the issues.

Some examples of concerns or complaints may be:

- 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

***Note:** This is an example only. Each student's concern or complaint will be individual to them.*

COMMUNICATION ABOUT POLICY TO STUDENTS

This policy is communicated in a child friendly version (see attached) by:

- Posters around the College
- During class discussions and lessons (Primary)
- Information in the student diary (Secondary)
- On the website

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.

How to raise a concern or 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 reception (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.

Who can raise a concern or make a complaint?

Concerns or complaints can be raised by:

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

Who can a concern/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 or a Coordinator 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
- Coordinator (Primary & Secondary)
- Deputy Principal
- Principal
- Chaplain

Confidentiality

Students are often worried about others knowing about their concerns or a complaint. We encourage students to share this concern with staff supporting them.

In some circumstances, staff may need to discuss a student's concern or complaint with other members of staff to find the best way to support the student. Staff will inform the student who they need to discuss the concern or complaint with.

Student's concerns or complaints won't be discussed with other students unless authorised by the student to do so.

At times, more serious matters may need to be discussed with care givers or external authorities where a student's safety is of a concern. This will be discussed with the student.

Response to concerns or complaints:

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.

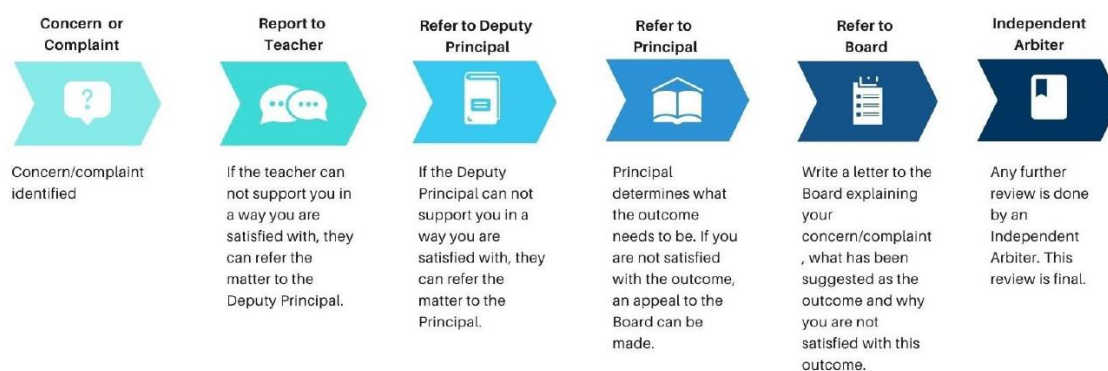
What happens if the student is not satisfied with the outcome?

Our aim is to always support the student to have a satisfactory outcome. Where the student is not satisfied with the outcome, the concern or complaint will be referred to a member of senior staff (refer to Appendix A for Primary and Appendix B for Secondary).

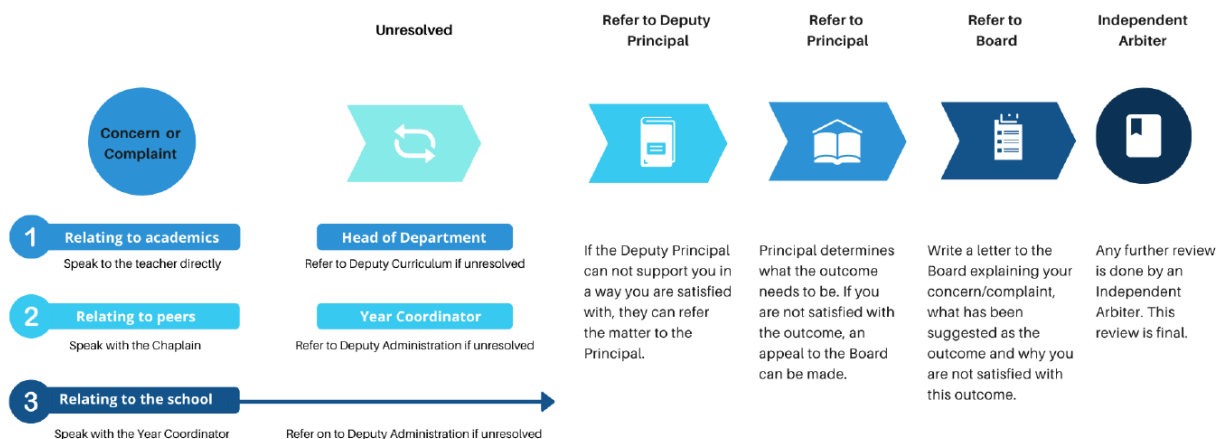
Should the student not be satisfied with the outcome after the Principal has been involved, the student has the option to have the matter referred to the ABBC Board.

Should the outcome determined by the Board be unsatisfactory, then the student may request the matter be referred to an Independent Arbiter. The student may elect their own or request the school to appoint one.

APPENDIX A – PRIMARY PROCESS FOR CONCERNS AND COMPLAINTS



APPENDIX B – SECONDARY PROCESS FOR CONCERNS AND COMPLAINTS

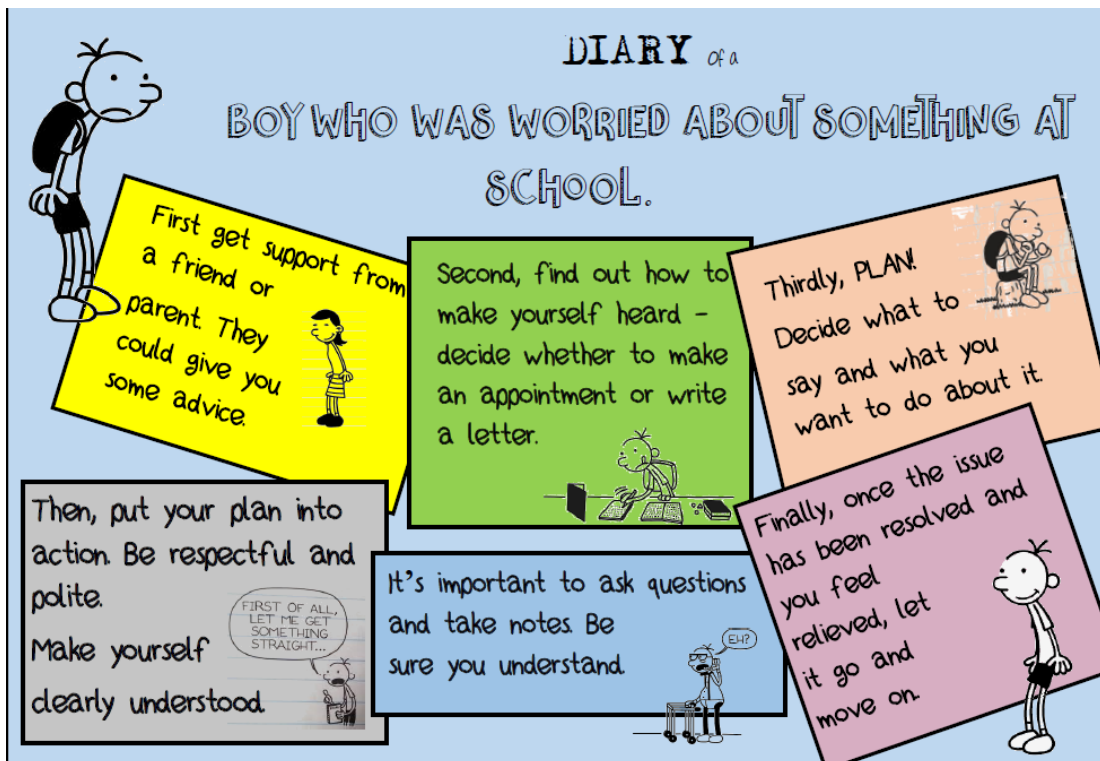


APPENDIX C – PRIMARY RELATED POSTER

LOWER PRIMARY



UPPER PRIMARY





SECONDARY FEEDBACK AND COMPLAINTS

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?

- Who ever you are most comfortable to talk to.
- All staff will be able to help you, yet you may think of speaking to your teacher, a Coordinator or the Chaplain.

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.

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.

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 with you different alternatives of support.
- 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