

## Complaints Policy

At Avenues College we believe that all students have the right to a safe, inclusive and supportive learning environment. We foster positive relationships and partnerships that complement our College values of *Courage, Creativity, Resilience and Respect*.

The following grievance procedures are provided to support students, parents/carers and staff to resolve any concerns that may arise.

### Key principles

- Everyone should be treated with respect and courtesy.
- Meetings including telephone calls to discuss grievances will be suspended if any person(s) behave in an insulting or offensive manner.

Students with a grievance should	Parents/Carers with a grievance should	Staff with a grievance should
<ol style="list-style-type: none"> <li>1. Talk to the person about your problem.</li> <li>2. If the problem continues then fill in a Student Report form and give to a staff member.</li> <li>3. If the problem still persists, go back to the staff member and let them know the issue is still not resolved.</li> <li>4. If the issue is still not resolved speak to your parent/carer who can then support you to follow the steps outlined.</li> </ol>	<ol style="list-style-type: none"> <li>1. Arrange a time to speak with the relevant staff member about the concern. If the issue is about a student of the College all adults must arrange a time to speak with a staff member to address the concern, not the student.</li> <li>2. Allow a reasonable time frame for the concern to be addressed.</li> <li>3. If you feel the grievance is not resolved arrange a time to speak with the Principal.</li> <li>4. If you are still unhappy please arrange a time to discuss the grievance with the Education Director (Tel: 8416 7303).</li> <li>5. If you are still dissatisfied you may wish to direct your concerns to the Education Complaint Unit. Tel: 1800 677 435 Email: <a href="mailto:education.educationcomplaint@sa.gov.au">education.educationcomplaint@sa.gov.au</a></li> </ol>	<ol style="list-style-type: none"> <li>1. Critically reflect – write down your concerns.</li> <li>2. Arrange a time to speak to the person concerned.</li> <li>3. Allow a reasonable time frame for the concern to be addressed.</li> <li>4. If you feel the complaint is not resolved speak to a member of the College leadership team. Ask for support in addressing the grievance by: <ul style="list-style-type: none"> <li>• speaking to the person involved on your behalf</li> <li>• acting as a mediator</li> <li>• investigating your concern</li> <li>• monitoring the situation</li> </ul> </li> <li>5. If the grievance is still not resolved within a reasonable time frame arrange a time to speak with the Education Director (Tel: 84167303)</li> </ol>

For further detail please refer to the Department's documents: Consumer Complaints and Management Resolution Policy and Complaint Resolution for Employees Policy