

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"> 1. Talk to the person about their issue. 2. If the issue continues then they should fill in a Student Report form (from Student Services) and give this to a relevant staff member (eg Class Teacher, Care Group Teacher, Student Wellbeing Leader, Dean of Wellbeing, Curriculum Co-Ordinator, Head of Early Years, Head of Primary Years, Head of Secondary Years). 3. Allow a reasonable time frame for the concern to be addressed. 4. If the concern still persists, go back to the staff member and let them know the issue is still not resolved. 5. Allow a reasonable time frame for the concern to be addressed. 6. If the concern is still not resolved speak to a family member (eg parent/carer) who can then support you by speaking to the relevant staff member at the College. 	<ol style="list-style-type: none"> 1. Contact the relevant staff member about their concern. The staff member will document concerns on Site Complaint record (matching this to the Student Report form). 2. Arrange a suitable meeting time with the relevant staff member to address the concern and agree on a plan of action. (The main points of the meeting must be documented by the staff member, including date and time of the meeting and must be attached to the Site Complaint record. 3. Allow a reasonable time frame for the concern to be addressed. 4. If the concern is still not resolved, arrange a time to speak with the Principal. The Principal will record the conversation details, including the date and time and add this information to the Site Complaint record. 5. If the concern is still not resolved, arrange a time to speak with the Education Director Tel: 8416 7303 6. If you are still dissatisfied you may wish to direct your concerns to the Education Complaints Unit Tel: 1800 677 435 education.educationcomplaint@sa.gov.au 	<ol style="list-style-type: none"> 1. Critically reflect – write down their concern. 2. Arrange a time to speak to the person concerned. 3. Allow a reasonable time frame for the concern to be addressed. 4. If the concern is not resolved speak to a member of the College leadership team who can : <ul style="list-style-type: none"> • Investigate your concern • Speak to the person involved on your behalf • Monitor the situation • Act as a mediator <p>The relevant Leader will record the details of your concern and assistance they have provided on the Site Complaint record.</p> 5. If the concern is still not resolved arrange a time to speak with the Education Director (Tel: 8416 7303)

When the Site Complaint record is complete (ie the situation has been resolved, record the outcomes and forward all documentation to the Principal (Principal's PA) for summarising on the Site Complaint Register, and then filing.

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