



# Complaints Handling & Dispute Resolution Procedure

<b>Purpose:</b>	This procedure, read in conjunction with the Complaints Handling & Dispute Resolution Policy, is to ensure that student, parent and employee complaints and disputes are dealt with in a responsive, efficient, effective and fair way.	
<b>Scope:</b>	Students, parents and employees, including full-time, part-time, permanent, fixed-term and casual employees, as well as contractors, volunteers and people undertaking work experience or vocational placements.	
<b>Status:</b>	Approved	<b>Supersedes:</b> Previous
<b>Authorised by:</b>	Board and Council President	<b>Date of Authorisation:</b> October 2023
<b>References:</b>	<ul style="list-style-type: none"> <li>• Education (Accreditation of Non-State Schools) Regulations 2017</li> <li>• <i>Australian Education Regulations 2013</i></li> <li>• <i>Fair Work Act 2009</i></li> <li>• <i>Work Health and Safety Act 2011 (Qld)</i></li> <li>• <i>Privacy Act 1988 (Cth)</i></li> <li>• <i>Anti-Discrimination Act 1991 (Qld)</i></li> <li>• <i>Australian Human Rights Commission Act 1986 (Cth)</i></li> <li>• <i>Sex Discrimination Act 1984 (Cth)</i></li> <li>• <i>Age Discrimination Act 2004 (Cth)</i></li> <li>• <i>Disability Discrimination Act 1992 (Cth)</i></li> <li>• <i>Racial Discrimination Act 1975 (Cth)</i></li> <li>• Maridahdi Early Childhood Community Complaints Handling &amp; Dispute Resolution Procedure</li> <li>• Maridahdi Early Childhood Community Work Health and Safety Policy</li> <li>• Maridahdi Early Childhood Community Disability Discrimination Policy</li> <li>• Maridahdi Early Childhood Community Student Disability Procedure</li> <li>• Maridahdi Schools and Kindergarten Workplace Bullying Policy</li> <li>• Maridahdi Schools and Kindergarten Sexual Harassment Policy</li> <li>• Maridahdi Schools and Kindergarten Anti-Discrimination Policy</li> <li>• Maridahdi Early Childhood Community Privacy Policy</li> </ul>	
<b>Review Date:</b>	Annually	<b>Next Review Date:</b> October 2024
<b>Policy Owner:</b>	Maridahdi Community Governing Council School Council of Maridahdi Brisbane Primary School	

This procedure is to be read in conjunction with the Complaints Handling & Dispute Resolution Policy. In keeping with the Complaints Handling & Dispute Resolution Policy Statement, all complaints are to be taken seriously and resolved with as little formality and disruption as possible.

The following matters are outside the scope of this procedure and should be managed as follows:

- Child protection concerns or risks of harm to children should be dealt with in accordance with the law and the Child Protection Policy.
- Student bullying complaints should be dealt with under the Maridahdi 'Building an Inclusive and Supportive Environment' Policy
- Employee complaints related to their employment should be directed to their supervisor.
- Student or employee violence or criminal matters should be directed to the Principal who will involve the Police as appropriate.
- Formal legal proceedings.

### **Complaints Handling Procedure**

Upon receipt of feedback, the School(s) and/or Kindergarten will determine whether the subject of that feedback requires treatment through the complaints handling process. If it is deemed appropriate to do so, the feedback will be dealt with in the following manner:

- Complaint received by the School(s) and/or Kindergarten → The appropriate person to deal with the complaint is determined. (If you receive the complaint and the complaint involves yourself please forward it to your supervisor.)
- The appropriate person acknowledges the receipt of complaint to the complainant. This could be by phone or in writing. The appropriate person records the complaint in the complaints register. (Examples of appropriate person include Principal and/or Business Manager.) →
- Opportunities to discuss the complaint are offered. (This may include informal mediation, negotiation and resolution options. Remedies may be discussed.) →
- **IF the Complaint is resolved**, all parties agree on the solution and outcomes and any agreed remedies are implemented. The Maridahdi Community Governing Council and the School Council of Maridahdi Brisbane Primary School is committed to ensuring all parties are heard and supported with procedural fairness. Reasonable progress updates are to be provided by the appropriate person. Once finalised, the Complaint is closed. This is recorded on the complaints register and kept on file.
- **IF the Complaint is not** resolved, the Complaint is referred to a higher level for alternative remedy and resolution. The appropriate person is to provide an update to all parties and allocate an appropriate person at a higher level to take reasonable steps to resolve the Complaint. If the Complaint remains unresolved, the higher-level appropriate person is to refer the Complaint directly to the Board of Directors, being the Maridahdi Community Governing Council.

The above procedure is in no way to be considered the only or definitive procedure in addressing how to handle complaints. Maridahdi Community Governing Council and the School Council of Maridahdi Brisbane Primary School acknowledges that there may be situations and incidents that require immediate reference to the Board of Directors and reserves the right of those identified within the

scope of this procedure to provide their feedback directly to the Board of Directors if the person filing the complaint deems this the appropriate course of action. The Maridahdi Community Governing Council and the School Council of Maridahdi Brisbane Primary School also acknowledges their rights to refer the person filing the complaint to the steps outlined in the above Complaints Handling & Dispute Resolution Procedure should the Board of Directors or School Council deem that it is appropriate to do so.