

MANAGEMENT OF PARENT OR STUDENT COMPLAINTS AND GRIEVANCES POLICY

<i>Prepared by:</i>	<i>Director Advancement</i>
<i>Approved by:</i>	<i>The Executive Team</i>
<i>Approval Date:</i>	<i>This policy was ratified by the Executive Team in May 2022</i>
<i>Revision Date</i>	<i>May 2025</i>

1 RATIONALE

1.1

3 POLICY STATEMENT

The following outlines the steps to be taken in presenting and resolving an issue raised by a parent / guardian or a student of Prince Alfred College.

- 3.1** Parents or students who wish to make a complaint after attempts to address the matter with the staff member concerned have been unsuccessful should in the first instance contact the Head of School stating their concern. This may be via letter, email or using the complaint online form resides in the parent lounge.
- 3.2** A parent or student may at any time contact the Head of School or the Headmaster in relation to any complaint; however, such contact will not obviate statements the in this policy.
- 3.3** Where in the professional judgment of the Head of School or Headmaster, there is a need for the complaint to be addressed, staff members concerned will be informed and involved.
- 3.4** The Head of School will discuss the parent or student concerns and attempt resolution. The staff member should be informed and a meeting convened at which the Head of School or delegate, the parent / student and staff member(s) should be present.
- 3.5** If the Head of School recognises that the complaint is unresolved after the meeting, they may refer the matter to the Headmaster for resolution.
- 3.6** If the complaint is against the Head of School, the Headmaster will address the matter.
- 3.7** If the complaint is against the Headmaster, the Chair of the College Council will address the matter.
- 3.8** Neither the Minister for Education and Child Development nor the Department for Education and Child Development has any power to directly intervene in any complaints relating to the operations of Prince Alfred College.

4 IMPLEMENTATION

CONFIDENTIALITY AND DISCRETION

- 4.1** As far as possible and appropriate, due discretion will be respected and maintained by all parties throughout the resolution process. The College will treat parents or guardians complaint with respect and sensitivity. However, parents or guardians should not assume that their communications with the College, or any documents they may supply will necessarily be kept confidential. Although the College ende