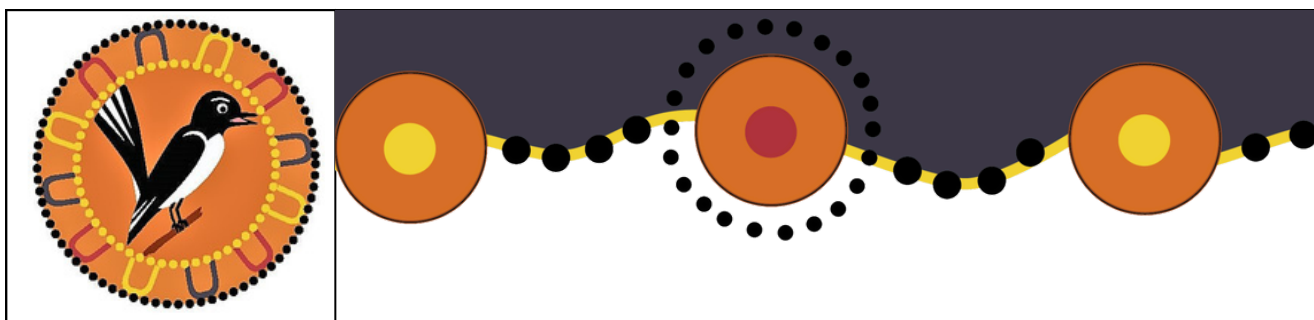




Complaints Policy Fact Sheet

Principles

- Treat all parties involved with dignity and respect and respect the rights of all involved.
- Complaints will be taken seriously, dealt with fairly and objectively, without judgement and addressed in a reasonable timeframe
- Complaints should be resolved with as little formality and disruption as possible, having regard to the nature of the complaint
- All parties to the complaint will be heard and/or may provide relevant information in relation to the complaint.
- Confidentiality and privacy will be maintained at all times
- All parties will be offered support as appropriate
- Victimising behaviour towards a complainant, respondent or other people associated with the complaint, will not be tolerated
- Complainants that lodge a complaint on reasonable grounds will not suffer any other reprisals on the basis of the lodging the complaint
- HYIS will consider the needs, priorities and goals of all parties.
- HYIS will respect the dignity and right to natural justice.

Making a complaint

Complaints may be made verbally or in writing.

An informal complaint is a complaint about a matter that is likely to be simple, straight forward, easily managed, or minor, where a simple or quick resolution is appropriate. This type of complaint is usually verbal. Where a complaint has been lodged verbally and there is uncertainty about the situation, or if the complaint raises complex or serious matters, HYIS may encourage the complainant to submit the complaint in writing and process it as a formal complaint.

A formal complaint is a complaint about a matter that is serious, complex or may pose a threat to the health and safety of any person. Examples include serious allegations or breaches of policy, complaints against staff, including the CEO or an informal complaint that could not be resolved informally. All formal complaints regarding the CEO are to be directed to HYIS Board at board@hyis.qld.edu.au. Formal complaints must be directed to the Executive team for administrative processing.

Jarjum complaints may be brought by jarjum or by parents their behalf, as appropriate in the circumstances.

What is not covered in this policy

A complaint covered by this policy is different from:

- staff grievances (see Grievance policy)
- public interest disclosures made by staff (see Whistleblower policy)
- responses to requests for feedback about the standard of service provision (see the definition of 'feedback' below)
- reports of problems or wrongdoing merely intended to bring a problem to HYIS's notice with no expectation of a response (see definition of 'feedback'),
- requests for information (see Access to Information policy).
- complaints against staff, jarjum or parents (See Staff, Jarjum or Parent Code of Conduct and Jarjum Behaviour and Wellbeing Support Strategy)
- Child protection concerns (see Child Protection policy)
- Disputes between Board members (see Constitution)
- Issues with employment contract (see Enterprise Bargaining Agreement)

Feedback is opinions, comments and expressions of interest or concern directly or indirectly, explicitly or implicitly, to or about HYIS, about our services or complaint handling where a response is not explicitly or implicitly expected or legally required.

Unreasonable complaint conduct

Where HYIS considers a complainant is engaging in unreasonable conduct the Board and CEO can decide to not respond to the complaint through the complaints handling process. The Board and CEO must communicate that decision to the complainant and provide proof of unreasonable conduct.

Unreasonable complaint conduct can include:

- persistently asking for remedies which are unreasonable, disproportionate, or not possible.
- insisting on speaking to the Board, CEO or Executive team without having followed the complaints handling process.
- seeking to direct HYIS on how to handle a complaint
- aggressive language or behaviour

If unreasonable complaint conduct comes from a staff member, the Board and CEO will act within the Staff Code of Conduct policy, which may result in cancellation of their employment contract. If unreasonable complaint conduct comes from a parent, the Board and CEO will act within the Parent Code of Conduct policy, which may result in banning the parent from HYIS or cancelling their jarjum enrolment.

Other considerations for complaints

Where a complaint raised a risk of significant harm to one or more individuals or an allegation of criminal conduct, the matter will generally be referred to the police or other appropriate authority.

HYIS will generally consider anonymous complaints; however, it may not be possible to properly investigate or respond. Where possible, HYIS will make complainants aware of these limitations.

A complainant may prefer to keep their identity confidential. In such situations, HYIS may need to discuss with the complainant how this could affect management of the complaint, including investigation and resolution.

Management of complaints

1. **Acknowledgement.** HYIS will acknowledge the complaint within two (2) business days. The complainant will be provided a timeframe for a response and a contact for queries regarding the complaint.
2. **Assessment.** The complaint will be allocated to the appropriate staff member and assessed.
3. **Investigation.** Where it is not possible for HYIS to resolve the complaint at the initial point of contact, an investigation may be undertaken. The purpose of the investigation is to resolve a complaint by reaching a fair and independent view on the issues raised. The investigation should resolve factual issues and consider options for complaint resolution. During the investigation, interim measures and provisional support may be determined to ensure the safety of all those involved.
4. **Response.** HYIS endeavours to provide clear and informative responses to complainants. The response may include the particulars of an investigation, findings or decisions reached and any outcomes, remedies or action proposed. In some instances, HYIS may have limitations on the extent of information that can be provided to complainants for example, to protect personal privacy. If the complainant is not happy with the response, they may escalate the complaint. The complainant has the right to Appeal and the right to make a complaint to the Non-State School Accreditation Board (NSSAB) or other authorities. However, the complainant must ensure that they have followed HYIS's complaints handling process before progressing the matter.
5. **Review.** HYIS will review the outcome of the complaint and regularly analyse the complaints report to monitor trends, measure quality of the complaints handling process and make any school improvements.

Complaint Timeframes	Appeals
• Lodging a complaint - no statute of limitation however, HYIS encourages complainants to report complaints in a timely matter so that issues can be resolved quickly • Acknowledge receipt of complaint - within two (2) business days • Informal complaint (investigation, response) - within 14 business days • Formal complaint (investigation, response) - within 21 business days. • Complaint to Board (investigation, response)- within 28 business days. • Lodging an Appeal - lodged to the Board within five (5) business days after receipt of complaint outcome notification. • Appeals (investigation and response) - within 28 business days.	Complainants can only appeal to the Board for the following decisions: • Enrolment cancellation • Refusal to enrol Complainants can appeal to the CEO for the following decisions: • 10-20 day suspension • Bus service suspension or exclusion • Exclusion from excursion/incursion • Exclusion from HYIS IT device use • Charges to parent/caregivers school account.