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COMPLAINTS POLICY AND PROCEDURE

INTRODUCTION

Hymba Yumba Independent School (HYIS) is committed to transformative First Nations education for First Nations people and therefore, must ensure that everybody attached to the school is feeling safe, comfortable and respected. All members of HYIS's schooling community have the right to freedom from oppression and equal opportunity to participate at HYIS. Each person has the right to be free from disempowering, demeaning and/or degrading attitudes and behaviour based on their social status. HYIS is committed to ensuring that the management of complaints encompasses its RESPECTS Principles and offers the school continuous improvement opportunities.

PURPOSE AND SCOPE

This policy and procedure are intended to ensure that HYIS handle complaints fairly, efficiently and effectively. The document outlines the responsibilities and processes for consistent management of complaints.

HYIS complaint handling system is intended to:

- enable the school to respond to issues raised by people making complaints in a timely manner
- boost confidence in HYIS administrative process, and
- provide information that can be used by the school to deliver quality improvements in services, staff and complaint handling.

This policy provides guidance to staff, parents/carers, jarjum, partners, members of the public and service users who wish to make a complaint relating to the conduct of staff of HYIS, privacy concerns, adherence to human rights principles or a disclosure relating to public interest. The purpose of this policy is to provide written processes about receiving, assessing, investigating and otherwise dealing with complaints.

This policy applies to all staff receiving or managing complaints made to or about HYIS, regarding our services, staff and complaint handling. Any individual can make a complaint, including staff, jarjum, visitors, parents/caregivers, guardians, or other members of the community.

Staff grievances, some public interest disclosures and performance management related to Staff and Jarjum Code of Conduct are covered under the following policies.

- Whistleblower policy
- Staff Code of Conduct policy
- Jarjum Code of Conduct policy
- Parent/Caregiver Code of Conduct policy
- Grievances policy

HYIS COMMITMENT AND COMPLAINTS HANDLING PRINCIPLES

HYIS is committed to a thorough, effective and efficient complaints handling process. HYIS supports the right to make a complaint or raise a grievance and strives to address and manage these complaints in a transparent, accountable, fair and timely manner. HYIS's process will endeavour to:

- 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 as outlined in the procedure.
- complaints should be resolved with as little formality and disruption as possible, having regard to the nature of the complaint
- interested parties to the complaint (for example, the complainant and any respondent) will be heard and/or may provide relevant information in relation to the complaint
- confidentiality and privacy will be maintained at all times
- the complainant and any respondent 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
- Consider the needs, priorities and the goals of the complainant.
- Respect the dignity and right to natural justice of the subject of the complaint.

A complaint covered by this policy can be distinguished 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'), and
- requests for information (see access to information policy).

HYIS expects staff at all levels to be committed to fair, effective and efficient complaint handling. The following table outlines the nature of the commitment expected from staff and the way that commitment should be implemented.

Who	Commitment	How
Chair of HYIS and the Board	Promote a culture that values complaints and their effective resolution	• Report publicly on HYIS complaint handling. • Track data relating to complaint handling. • Manage appeals and complaints relating to the Chief Executive Officer. • Encourage Executive team to make recommendations for system improvements. • Support recommendations for service, staff and complaint handling improvements arising from the analysis of complaint data.
Chief Executive Officer	Establishment and Maintenance of Complaint Handling Process.	• Provide adequate support and direction to key staff responsible for handling complaints. • Encourage all staff to be alert to complaints and assist those responsible for handling complaints resolve them promptly. • Respond to complaints relating to Child Protection concerns and undertake necessary reporting obligations under relevant legislation. • Review complaints outcomes and process to ensure compliance. • Ensure recommendations arising out of complaint data analysis are canvassed with the HYIS Board and implemented where appropriate. • Support the implementation of changes arising from individual complaints and from the analysis of complaint data as directed by management.
Operations Manager, Business Services Managers, Office Manager, Foundation Manager Heads of School.	Management of the Complaints Process.	• Provide regular reports to Chief Executive Officer on issues arising from complaint handling work. • Recruit, train and empower staff to resolve complaints promptly and in accordance with HYIS policies and procedures. • Encourage staff managing complaints to provide suggestions on ways to improve HYIS's complaint handling process. • Encourage all staff to be alert to complaints and assist those responsible for handling complaints resolve them promptly. • Recognise and reward good complaint handling by staff. • Implement changes arising from individual complaints and from the analysis of complaint data as directed by management.

Staff whose duties include complaint handling	Demonstrate exemplary complaint handling practices	• Treat all people with respect, including people who make complaints. • Assist people making a complaint, if needed. • Maintain accurate records. • Comply with this policy and its associated procedures. • Keep informed about best practice in complaint handling. • Provide feedback to the Executive team on issues arising from complaints. • Provide suggestions to the Executive team on ways to improve HYIS's complaints handling process. • Implement changes arising from individual complaints and from the analysis of complaint data as directed by management.
All staff	Understand and comply with HYIS complaint handling practices.	• Treat all people with respect, including people who make complaints. • Be aware of HYIS complaint handling policies and procedures. • Assist people who wish to make complaints access the complaints process. • Be alert to complaints and assist staff handling complaints resolve matters promptly. • Provide feedback to the Executive team on issues arising from complaints. • Implement changes arising from individual complaints and from the analysis and evaluation of complaint data as directed by the Executive team.

DEFINITIONS

Term	Definition
First Nations People	First Nations is a HYIS Board approved term that describes Indigenous and/or Aboriginal and Torres Strait Islander people of Australia.
Business Services Manager	Refers to the role that contributes to and assists with the management and further development of finance, personnel, assets and resources of HYIS to ensure optimal uses.
Chief Executive Officer/CEO or Principal	For this policy, refers to the role that is ultimately accountable for HYIS's business and managerial decisions.
Heads of School	Refers to HYIS's leaders within the education portfolio of the school. In reference to HYIS's organisational chart, the Head of School (Primary and Secondary) form part of the Executive Team.
Leads	Refers to HYIS's middle management and includes Facilities Manager, Finance Manager, Curriculum Lead (Primary and Secondary), Learning Support Lead, Cultural Lead, Wellbeing Lead, STEAM Lead
Executive Team	For this policy, refers to HYIS's Chief Executive Officer, Head of School (Primary and Secondary), Business Services Manager, Operations Manager, Office Manager and Foundation Manager.
Board	As outlined in the HYIS Constitution, this term relates to the elected and appointed Directors of the organisation.
Jarjum	An Aboriginal word for child/ren which does not follow Western grammar for plural or singular as it can be used for both contexts
Complaint management system and/or complaint handling process	All policies, procedures, practices, staff, hardware and software used by HYIS in the management of complaints
Complaint	Expression of dissatisfaction made to or about HYIS, its services, staff or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required.
Informal complaint	A complaint about a matter that is likely to be simple, straight forward, easily manageable, or minor, where a simple or quick resolution is appropriate such as discussion of the matter with a relevant parties. This type of complaint is usually verbal
Formal complaint	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 a senior staff member, including the Chief Executive Officer or an informal complaint that could not be resolved informally. Assessment of the complaint is required by the relevant Executive team member. All formal complaints relating to the Chief Executive Officer will be assessed by the Chairperson of the HYIS Board. Formal complaints are required in writing
Complainant	The person, organisation or their representative making a complaint.
Respondent	The person who is referred to in a complaint by a complainant as the person responsible for their concerns or who can best respond to their concern.
Feedback	Opinions, comments and expressions of interest or concern, made directly or indirectly, explicitly or implicitly, to or about us, about our services or complaint handling where a response is not explicitly or implicitly expected or legally required.
Grievance	A clear, formal written statement by an individual staff member about another staff member or a work-related problem.

Unreasonable complainant conduct	Unreasonable complainant conduct is any conduct by a complainant which raises substantial health, safety, resource or equity issues for HYIS its staff and other members of the school community.
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POLICY

At HYIS, we proudly distinguish ourselves from others by crafting culturally safe First Nations learning spaces that ignite inspiration and drives positive change.

HYIS commitment to the embodiment of First Nations traditions, customs and identity ensures an educational environment where every First Nations jarjum can thrive, celebrating their inherent cultural rights and promoting a sense of belonging that truly transforms lives.

In line with HYIS's values, the following principles underpin our process for responding to situations, behaviours and actions impacting on somebody's rights at the school. Our process will endeavour to:

- Centre the needs, priorities and goals of the person/s affected.
- Work towards the person whose attitude, behaviours and actions are impacting on somebody's rights at the school to take responsibility.
- Respect the rights of each person in the process
- Be non-colonial, non-carceral, non-punitive and resist disposability culture.
- Find creative, flexible and nuanced responses that involve and build on community strengths and relationships.
- Practice sensitivity and discernment around the broad spectrum of discomfort, conflict, oppression and harm
- Work reactively to address harm caused and proactively to prevent further harm.
- Where safe and possible, continue participation of the person whose attitudes, behaviours and actions are impacting on somebody's rights at the school.

Complaint issues

HYIS encourages anyone who feels impacted by an issue involving the school to file a complaint. Complaints can address matters such as:

- the school, its staff or jarjum having done something wrong
- the school, its staff or jarjum having failed to do something they should have done
- the school, its staff or jarjum having acted unfairly, disrespectfully or impolitely
- issues of jarjum, parent or school community member or staff behaviour that are contrary to the relevant Code of Conduct, including inappropriate staff conduct as reported by a jarjum.
- issues related to learning programs, assessment and reporting of jarjum learning
- issues related to communication with jarjum or parents or between staff members
- issues related to school fees and payments
- general administrative issues
- issues relating to non-compliance with a process outlined in school policies or procedures, for example the child protection policy, discrimination policy, or privacy policy.

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

All formal complaints to HYIS's Board must be addressed to board@hyis.qld.edu.au and not to individual Board members. This is to ensure HYIS maintains its governance practices.

Complaints received relating to alleged breach of law and non-compliance with HYIS Child Protection policies must be directed immediately to the Board and Chief Executive Officer.

Complaint issues outside this policy

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

- Child protection concerns including allegations of sexual abuse, likely sexual abuse or harm to children should be dealt in accordance with the school's Child Protection policy.
- Jarjum bullying complaints should be dealt with under the Jarjum Behaviour and Wellbeing Support Framework.
- Jarjum discipline matters, including matters involving suspension or cancellation of enrolment, should be dealt with under the Jarjum Behaviour and Wellbeing Support Framework and Cancellation of Enrolment policy.
- Jarjum or staff violence or criminal matters should be directed to the Chief Executive Officer who will involve the Police as appropriate.
- Disputes relating to a staff member's employment should be directed to their manager or Executive team member and dealt with under the enterprise agreement and/or employment law.
- Disputes between Board members should be dealt with in accordance with the HYIS Constitution
- Formal legal proceedings should be managed through HYIS's legal representative as appropriate in the circumstances.

Responsiveness

- Complaints will be responded to within a reasonable time frame and in keeping with any legislated requirements. Complaints are assessed in terms of priority by considering the urgency of the issue. Complainants are advised of the complaints process; expected timeframes and their likely involvement in the process. Where allowed to by law and where reasonable, people involved in the management of the complaint will be kept informed of the progress of the matter.

The following table outlines the acceptable timeframes for response from HYIS.

Action	Timeframe
Lodging of complaint	There is no statute of limitation on the timing in which a complaint can be lodged, however HYIS does encourage complainants not to allow too much time to pass. This is because HYIS is committed to quick resolution of issues.
Acknowledge receipt of complaint	Within two (2) business days
Informal complaint investigation, plan and outcome process	Within 14 business days
Formal complaint investigation, plan and outcome process	Within 21 business days
Complaint to the Board investigation, plan and outcome response	Within 28 business days. Complainants must be aware that complaints to the Board will be tabled at the very next available Board meeting which occurs monthly.
Appeals	Within five (5) business days and should be directed to the Board

RESPONSIBILITIES

School

The school has the following roles and responsibilities:

- develop, implement, promote and act in accordance with the school's Complaints Handling policy
- appropriately communicate the school's Complaints policy to jarjum, parents and staff
- ensure that the Complaints policy is readily accessible by staff, jarjum and parents
- upon receipt of a complaint, manage the complaint in accordance with the Complaints policy
- ensure that appropriate support is made available to all parties to a complaint
- take appropriate action to prevent victimisation or action in reprisal against the complainant, respondent or any person associated with them
- appropriately implement remedies
- appropriately train relevant staff
- keep records
- conduct a review/audit of the Complaints Register in regular intervals
- report to the school's insurer when that is relevant.
- report to the school's regulatory bodies and/or legal representatives when that is relevant

All Parties to a Dispute

The complainant and respondent both have the following roles and responsibilities:

- comply with the school's Complaints policy
- provide complete and factual information in a timely manner
- not provide deliberately false or misleading information
- not make frivolous or vexatious complaints or retaliatory complaints
- act in good faith and maintain a mutually beneficial relationship of trust and cooperation
- act in a calm, courteous and respectful manner and non-threatening manner
- acknowledge that a common goal is to achieve an outcome acceptable to all parties
- recognise that all parties have rights and responsibilities which must be balanced
- maintain and respect the privacy and confidentiality of all parties
- not victimise or act in reprisal against any party to the dispute or any person associated with them.

Staff Receiving and/or Managing Complaints

Staff members receiving and/or managing complaints have the following roles and responsibilities:

- act in accordance with the school's Complaints policy
- refer the complainant to the school's Complaints policy and provide additional information as necessary
- maintain confidentiality at all times
- keep appropriate records
- forward complaints to the Executive team, including the Chief Executive Officer, if the complaint cannot be resolved at the initial level or if it involves serious issues that require the involvement of more senior staff members
- not victimise or act in reprisal against the complainant, respondent or any person associated with them.

PROCEDURE

Implementation

HYIS is committed to raising awareness of the process for resolving complaints at the school, including by the development and implementation of this policy and via the clear support and promotion of the policy. As part of the enrolment process, families will be made aware of the complaints process and location of the policy. As part of the Staff Professional Development process and induction process, staff members will be provided with information about the HYIS Complaints Policy and Procedure. A copy of the policy and procedure will be available on request and on the school website.

Complaint Register

HYIS will maintain a complaint register with details such as the date, source and description of complaints, the staff member managing the complaint, the actions taken, outcome and the date the complaint was closed. The complaint register will be stored securely.

All formal complaints will be entered onto the complaint register as soon as practicable after the complaint is received. The complaint register will not contain complaints about the Chief Executive Officer. Records of complaints about the Chief Executive Officer will be maintained by the Board with access restricted to the Board.

To safeguard confidentiality and maintain the integrity of the complaint process, access to the entire complaint register will be limited to the Chief Executive Officer and Business Services Manager

The Chief Executive Officer may authorise the sharing of specific, relevant entries from the complaint register with other designated staff members (such as the Executive team) provided measures are taken to protect the confidentiality of all parties involved, particularly ensuring that respondents to a complaint do not gain inappropriate access to information about the allegations against them.

Before lodging a complaint

All members of HYIS school community have a responsibility to maintain community safety. Therefore, HYIS encourages all members of the schooling community (jarjum, staff, parents/caregivers, Board, volunteers etc) to attend to interpersonal discomforts and conflicts with each other directly or within immediate circles in the first instance. For example, if a parent has a concern with the actions of their jarjum classroom teacher, they should organise a meeting with that teacher to discuss the situation respectfully and with the goal of working collaboratively for the best outcomes for the jarjum.

The complainant should consider if the issue should be addressed formally or informally and what they hope to achieve as the outcome of the complaints handling process. It is important that the complainant know how legitimate and valid the complaint really is. This consideration will enable the complainant to know which path of the complaints handling process to take.

All complainants must be aware that there is no excuse for school abuse. Schools are workplaces and, just like any workplace, abuse or aggression of any kind while making a complaint is unacceptable. While most interactions are positive, there's no excuse for aggressive or harassing behaviour either in person or online. HYIS encourages complainants to understand these behaviours and mistreatment of school staff is never acceptable as it can be a crime and may lead to prosecution.

Lodging a Complaint

Complaints can be lodged with the most appropriate staff member at the school for example, the initial contact point for many complaints is the jarjum relevant classroom teacher. If a complaint is made to a member of staff, they are obligated to report this complaint to their direct Executive Team supervisor as outlined in organisational charts.

Complaints can be lodged through various methods including:

- Email
- In-person (by appointment)
- Telephone

If the complainant is unsure where to direct their complaint, they can contact the office for guidance. If the complainant is uncomfortable directing the informal complaint to the most appropriate staff member at the school, or wants to make a formal complaint, they can submit a complaint in writing to:

- The Board for matters pertaining to the Chief Executive Officer and the strategic direction and oversight of the school

- The Chief Executive Officer for matters pertaining to staff, and the operations of the school
- The relevant Head of School for complaints pertaining to jarjum education journey including behaviour management, academic outcomes and excursions
- The Operations Manager for issues relating to school resources and facilities
- The Office Manager for matters relating to the bus service, school administration and IT management.
- The Business Services Manager for Human Resource management, business matters and financial management
- The Foundation Manager for all issues relating to the Foundation.

All formal complaints require the complaint in writing. The complainant can complete the complaint form (available on request from the office)

Where an anonymous complaint is lodged, the school will follow the complaints handling policy, when there is sufficient information to do so. In cases where the complaint is anonymous, HYIS will not be able to provide a written response to the complainant about the outcome but will nevertheless, still investigate the issues.

All complaints from legal representatives will be logged within the complaints register and Board before being directed to HYIS's legal representative for response.

Acknowledgement, Assessment and Referral

The person who receives the complaint will:

- acknowledge receipt of the complaint within two (2) business days, outlining the next steps and where possible the estimated timeframes.
- assess the complaint, using the definitions of informal and formal complaints in this policy, and refer the complaint to the informal or formal complaints process.

Registration and Support

For formal complaints, the recipient of the complaint will promptly forward the complaint to the Chief Executive Officer or Business Services Manager so that the complaint can be logged in the complaints register.

The person receiving the complaint will offer support to the complainant as appropriate, which may include assistance with completing forms or understanding procedures.

If a jarjum is a complainant, respondent or victim, or the jarjum of a complainant, respondent or victim of a matter being managed through this policy, HYIS will offer them support where appropriate e.g. discussing suitable adjustments with parents/caregivers. The Executive team member will delegate responsibility to the appropriate staff member about how best to support the jarjum.

Any action taken by HYIS staff in the management and actioning of the complaint must also be clearly documented in TASS confidential notes.

The Chief Executive Officer and/or Executive team member will determine interim measures and additional provisions to ensure safety of all those involved. Interim measures will be based on the complexity and gravity of the concern, and might include:

- A temporary pause to the jarjum going into that class
- Relieving a staff member from a particular duty
- Immediately banning the person from the school if the situation is serious.
- Notifying the relevant Leads so that they can manage the situation as well
- Identifying temporary solutions or 'safe people' to be there and keep an eye out

The additional provisions include enabling all person/s affected to bring in an Elder of choice or support person such as a disability advocate to any discussions pertaining to the complaints handling process.

If the person/s affected wishes to engage with HYIS through a legal representative, the Chief Executive Officer and Executive team member will refer the matter to the Board and HYIS's legal representative for response. HYIS staff will not enter into any conversation or communication with legal representatives on behalf of the school unless authorized by the Board.

Informal Complaints Handling Process

- The informal process is designed to resolve issues promptly and collaboratively at the local level.
- It may involve constructive discussions and negotiation between the complainant and the relevant staff member(s).
- If the complaint cannot be resolved informally, it will be escalated to the formal process.

Formal Complaints Handling Process

Initial assessment

After acknowledging receipt of the complaint, HYIS Executive team member will confirm whether the issue/s raised in the complaint is/are within the school's control. Consideration will also be given to the outcome/s sought by the person making a complaint and, where there is more than one issue raised, determine whether each issue needs to be separately addressed.

When determining how a complaint will be managed, HYIS will consider:

- How serious, complicated or urgent the complaint is
- Whether the complaint raises concerns about people's health and safety
- How the person making the complaint is being affected
- Whether the conduct of the complaint engages in unreasonable conduct.
- The risks involved if resolution of the complaint is delayed, and
- Whether a resolution requires the involvement of other organisations.

Complaints involving multiple parties

- When similar complaints are made by related parties, HYIS will try to arrange to communicate with a single representative of the group.

Complaint investigation

- The formal process begins with the assessment of the complaint by the Chief Executive Officer and the relevant Executive team member who has responsibility for the subject of the complaint. They will determine the seriousness of the complaint and provide feedback to the complainant about the timeframe and steps regarding investigation and outcome.
- The process of investigation may include gathering additional information to getting a clearer picture. This may include:
 - Ascertaining the needs of the person/s affected, their priorities and their goals for the process.
 - Gathering evidence through HYIS computerised systems, the people affected, interviews etc
 - Checking back in with the person/s affected to clarify elements of the situation and update them on the process.
 - Ascertaining what has occurred through sensitive and deliberate conversation with any other people affected and relevant school community members who work in proximity.
 - Considering what has occurred in the larger organisational and social/systemic context

- Consulting with others who have relevant skills, experience and/or subject matter knowledge
- Consulting with the Board and/or legal representatives and HYIS regulatory bodies
- Gaining enough specificity to put appropriate and discerning language to the situation.

Response

- In consultation with relevant members of the process, the Chief Executive Officer or Executive team member will communicate a plan which responds appropriately, and supports individuals to take responsibility for their attitudes, actions and/or behaviour. These may include the following options:
 - Mediation
 - Disciplinary measures
 - Implementation of policy changes
 - Referral to external agencies (e.g., police)
 - Provision of written updates to the complainant throughout the process
 - Other actions as the Chief Executive Officer and Board determine as appropriate in the circumstances.
 - Acknowledging and repairing the impacts such as written or verbal apology or a request to make amends.
 - Gaining understanding of the impacts such as engaging with a specific training course or restorative justice practices
 - Harm reduction such as an official written warning to refrain from a certain kind of behaviour or interaction or changes to roles and responsibilities/timetables
 - Community accountability including nominating support/accountability buddies, further meetings or suggestions to seek feedback on behaviour from other staff members (who have given their prior consent)
 - Permanent exclusion from participation at the school, which is considered the final resort and will occur in consultation with the Board.
- The outcome of the complaints handling process may include collective/structural school response. The broader response might include:
 - A group discussion or training
 - Adjusted organisational or leadership structures
 - Renewed focus on communications, reinforcing HYIS messaging around school culture
 - Updates to the complaints handling policy
 - Sharing of learning
 - Implementing additional processes, systems or resources
- Following consideration of the complaint and any investigation into the issues raised, HYIS will contact the person making the complaint and advise them:
 - the outcome of the complaint and any action taken
 - the reason/s for the decision
 - the remedy or resolution/s that HYIS have proposed or put in place, and
 - any options for review that may be available to the complainant, such as an internal review, external review or appeal.

If in the course of investigation, HYIS makes any adverse findings about a particular individual, staff will consider any applicable privacy obligations under the *Privacy and Personal Information Protection Act 1998* and any applicable exemptions in or made pursuant to that Act, before sharing the findings with the person making the complaint

Complaint Closure

- The complaint register will be updated with the date the complaint is closed and a summary of the outcome.
- The complainant will receive written notification of the outcome and any actions taken where appropriate.
- HYIS will keep comprehensive records about:
 - How the complaint was managed

- The outcome/s of the complaint (including whether it or any aspect of it was substantiated, any recommendations made to address problems identified and any decisions made on those recommendations, and
- Any outstanding actions that need to be followed up.
- Staff will ensure that outcomes are properly implemented, monitored and reported to the Chief Executive Officer, Board and Executive team

Appeals Process

Complainants can only appeal against the following decisions with the Board:

- Enrolment cancellation
- Refusal to enrol

The appeal must be in writing within five (5) days of receipt of the letter informing the parent/caregiver and sent to the Board through the formal complaints handling process.

Complainants can appeal the following decisions with the Chief Executive Officer:

- 10 -20 day suspension
- Bus service suspension or ban
- Exclusion from excursion/incursion
- Exclusion from IT device use
- Charges to parent/caregivers school account

The appeal must be in writing within five (5) days of receipt of the letter informing the parent/caregiver and sent to the Chief Executive Officer through the formal complaints handling process.

Managing unreasonable conduct by people making complaints

HYIS is committed to being accessible and responsive to all people who approach the school with feedback or complaints. At the same time, HYIS's success depends on:

- staff members ability to do the work and perform the functions of the school in the most effective and efficient way possible
- the health, safety and security of staff, and jarjum
- HYIS's ability to allocate resources fairly across all the complaints that are received.

When people behave unreasonably in their dealings with HYIS, their conduct can significantly affect the progress and efficiency of the school's work. As a result, HYIS will take proactive and decisive action to manage any conduct that negatively and unreasonably affects HYIS and will support our staff to do the same in accordance with this policy.

If the Board and Chief Executive Officer deems a complaint to be made by people with unreasonable conduct, the Board and Chief Executive Officer can decide to not respond to the complaint through the complaints handling process. The Board and Chief Executive Officer must communicate that decision with the person/s and provide proof of unreasonable conduct. If the unreasonable conduct comes from a parent, it will require resolution from HYIS's Parent/Caregiver Code of Conduct policy and may impact the continuation of a jarjum enrolment.

Confidentiality

HYIS will protect the identity of people making complaints where this is practical and appropriate. Personal information that identifies individuals will only be disclosed or used by HYIS as permitted under the relevant privacy laws, secrecy provisions and any relevant confidentiality obligations.

Accountability and Learnings

HYIS will ensure that complaints are recorded in a systematic way through the Complaints Register and school computerized systems (TASS) so that information can be easily retrieved for reporting and analysis.

Regular reports will be run on:

- the number of complaints received
- the outcome of complaints, including matters resolved at the frontline
- issues arising from complaints
- systemic issues identified, and
- the number of requests HYIS receive for internal and/or external review of our complaint handling.

Regular analysis of these reports will be undertaken to monitor trends, measure the quality of our customer service and make improvements.

Both reports and their analysis will be provided to the Board, Chief Executive Officer and Executive team for review.

Monitoring of the complaint handling process

HYIS will continually monitor the complaint handling process to:

- ensure its effectiveness in responding to and resolving complaints, and
- identify and correct deficiencies in the operation of the system.
- Monitoring may include the use of audits, complaint satisfaction surveys and online listening tools and alerts.

Continuous improvement

HYIS is committed to improving the effectiveness and efficiency of the complaint handling process. To this end, HYIS will:

- support the making and appropriate resolution of complaints
- implement best practices in complaint handling
- recognise and reward exemplary complaint handling by staff
- regularly review the complaints management system and complaint data, and
- implement appropriate system changes arising out of our analysis of complaints data and continual monitoring of the system.

RELATED DOCUMENTS

Code of Conduct policies (Parent/Caregivers, Staff, Jarjum)

Grievance policy

HYIS Constitution

Whistleblower policy

Confidentiality policy

Access to information policy

Jarjum Behaviour and Wellbeing Support Framework

[Education \(Accreditation of Non-State Schools\) Regulation 2017 \(Qld\)](#)

[Fair Work Act 2009 \(Cth\)](#)

[Work Health and Safety Act 2011 \(Qld\)](#)

[Privacy Act 1988 \(Cth\)](#)

[Anti-Discrimination Act 1991 \(Qld\)](#)

[Australian Human Rights Commission Act 1986 \(Cth\)](#)

[Sex Discrimination Act 1984 \(Cth\)](#)

[Age Discrimination Act 2004 \(Cth\)](#)

[Disability Discrimination Act 1992 \(Cth\)](#)

[Racial Discrimination Act 1975 \(Cth\)](#)

[Standards Australia, Guidelines for complaint management in organizations \(ISO 10002:2022, NEQ\)](#)

Complaints Handling Process flowchart

