

St Matthew's Collegiate

Complaints about hostels by parents or students

Students, schools and parents can complain about a hostel. Complaints need to be sent to the hostel owner who will follow the complaints procedure below.

The regulations require that any complaints be made to the hostel owner. Where the owner is a body corporate, or an absentee individual or partnership, the hostel's complaints procedures may be delegated to a responsible person or hostel manager.

In dealing with complaints, consideration is given to the power imbalance that may exist between affected parties. To help address this, hostel owners will consider arrangements that enable parties to be supported by independent advocates.

The regulations set out the timeframes for dealing with complaints and need to be referred to for details. The diagram 1 summarises the process for Boarding

Complaints to the school

Where appropriate, we try to deal with concerns and complaints informally in the first instance. If you would like to raise a concern with us, please follow the steps below. If you believe your concern cannot be resolved informally, it may be appropriate to make a formal complaint.

Diagram 2 as per Schooldocs is for Complaints in general(the school will be using this as per Week 9 term 3 2022).

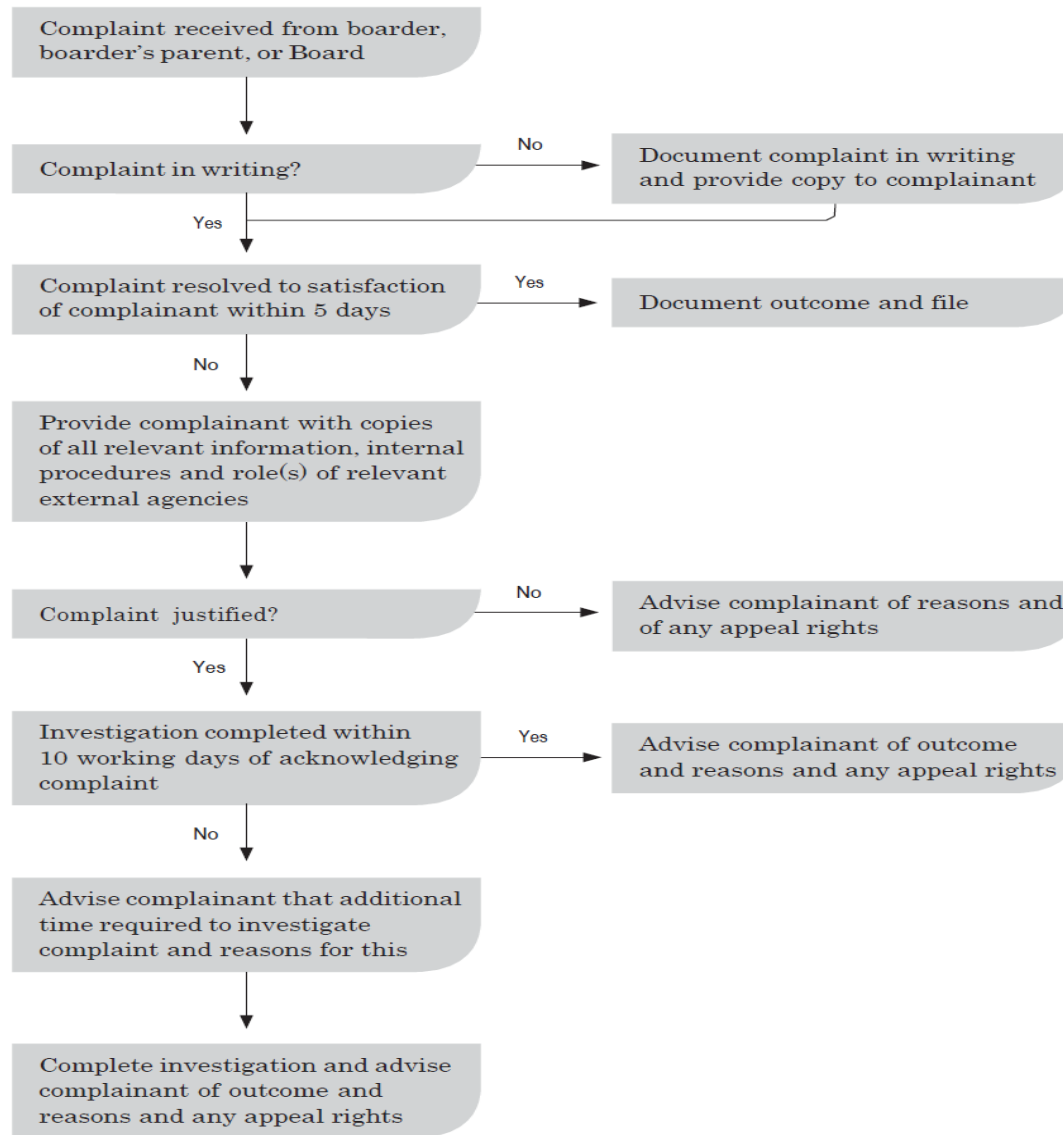


Diagram 1-Boarding Hostel

Concerns and Complaints Process

Most concerns can be resolved informally by discussions with the people involved.

STEP 1

Your concern is **GENERAL IN NATURE**
OR ...
 involves a particular **STUDENT OR STAFF MEMBER**.

Contact the person involved to arrange a time to discuss the matter privately.
 Indicate what the concern is about and let them know if you'll bring a support person to the meeting.
 If the concern is about a student, contact the student's teacher (or principal).

Meet with the person involved to discuss the matter.
 Be prepared to listen to different points of view and try to work towards a resolution.
 This may require another meeting and/or involve senior management.

Is the matter resolved?
 Provide feedback as to whether you were satisfied with the outcome, or if the matter is not resolved.

YES

NO FURTHER ACTION REQUIRED

STEP 2

Your concern has **NOT** been resolved by meeting with the person concerned
OR ... does **NOT** involve a particular student or staff member
OR ... you **DO NOT** wish to approach the person concerned
OR ... involves the principal or a trustee (board member).

Contact the principal, senior management, or board member (as appropriate) to arrange a time to discuss the matter privately.
 Indicate what the concern is about, any steps taken to resolve the matter, and let them know if you'll bring a support person to the meeting.

Meet with the appropriate person (as above) and discuss the matter.
 Be prepared to listen to different points of view and try to work towards a resolution.

The principal may involve other people to help resolve the concern.

Is the matter resolved?
 Provide feedback as to whether you were satisfied with the outcome, or if the matter is not resolved.

YES

NO

NO

STEP 3

Your concern has **NOT** been resolved by previous steps
OR ... your concern is more serious
OR ... your concern is serious and it's not appropriate to contact the principal (senior management) about it.

You can make a formal complaint.
 See the school's **Making a Formal Complaint or Serious Allegation** procedure (SchoolDocs).

Put the complaint in writing (email or letter), giving as many facts and details as possible, and any steps taken to resolve the matter.
 Include your name, signature, and contact details.
 Send to the principal, presiding member (board chair), or deputy board chair/other board member, as appropriate.

Your complaint will be acknowledged.
 The school will decide whether a formal investigation is necessary or appropriate. See the **Making a Formal Complaint or Serious Allegation** procedure (SchoolDocs).

If a formal investigation is required, subject to privacy, confidentiality, or other ethical and legal requirements, the school may keep you informed about the investigation process and timeframes, including confirmation of when the matter is concluded.

NOTE: Unless there are exceptional circumstances, **a complaint will not be considered unless the correct process has been followed.** You may be directed back to the staff member or principal to follow the process.

Once a formal complaint has been resolved, there are no further avenues to pursue the complaint with the school.

If you are not satisfied with the outcome of your complaint, you are encouraged to take advice and may wish to consider contacting other agencies. See the school's **Making a Formal Complaint or Serious Allegation** procedure (SchoolDocs).

This flowchart aligns with the school's Concerns and Complaints policy and procedures | Copyright © SchoolDocs Ltd
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Diagram 2- School