



Yiyili Aboriginal Community School
COMPLAINTS POLICY

Contents

GUIDING PRINCIPLES	2
WHAT IS A COMPLAINT?	2
YACS'S COMMITMENTS.....	2
STUDENT COMPLAINTS.....	2
STAFF COMPLAINTS	3
EXTERNAL COMPLAINTS	3
INFORMAL COMPLAINTS RESOLUTION	4
HOW TO MAKE A FORMAL COMPLAINT?	4
INTERNAL COMPLAINTS HANDLING PROCESS	4
CONFIDENTIALITY	5
COMPLIANCE WITH NATIONAL CHILD SAFE ORGANISATION PRINCIPLES	6
THE ROLE OF THE DIRECTOR GENERAL	6

GUIDING PRINCIPLES

Yiyili Aboriginal Community School is dedicated to providing a safe, nurturing environment for both students and staff, fostering an atmosphere conducive to effective learning and professional development. It is committed to managing complaints effectively and efficiently.

Whenever conflicts or disputes arise, all parties should feel supported in their situation. There should be no presumption of fault or blame, and the focus must remain on resolving the issue. All complaints must be treated as serious until an investigation can determine the nature and severity of the situation. Complaints should be recorded in the informal and formal complaints log held by the school principal.

Complaints regarding a policy or procedure are to be handled in the same manner as complaints against an individual. The school has established a Complaints Handling Program in alignment with recognized standards, such as the National Principles for Child Safe Organizations and AS/NZS 10002:2014.

WHAT IS A COMPLAINT?

A complaint is an expression of dissatisfaction related to our services, operations, or the complaint handling process itself, where a response or resolution is explicitly or implicitly expected.

Complaints can be made in various formats and do not have to be submitted in writing. Students, in particular, should be able to make use of alternative formats and know that their complaints can be made to anyone in the school they trust or feel safe to speak to. Anonymous complaints will also be accepted, recorded, evaluated and actioned to the extent possible

YACS'S COMMITMENTS

YACS is dedicated to responding to complaints promptly and thoroughly, and our internal complaint handling process is available at no cost. We are committed to meeting reporting, record keeping, privacy, and employment law obligations. YACS's complaint handling process conforms to the rules of procedural fairness and confidentiality—information is only shared with those who need to know.

STUDENT COMPLAINTS

Students are encouraged to voice any complaints or concerns they may have at the earliest possible stage. Complaints may be raised directly with the teacher involved, a school counselor, or another trusted staff member. All complaints will be taken seriously, responded to promptly, and followed up to ensure resolution.

The complaint process for students is as follows:

1. The student should try to resolve the issue informally if they feel comfortable doing so.

2. If the student is not comfortable resolving the issue informally, or the informal resolution does not address their concerns, they may submit a formal written complaint to the principal.
3. The principal logs the complaint in the Complaints Log, investigates the issue, and provides a written response to the student.
4. If the student is not satisfied with the response, the complaint may be escalated to the Yiyili Aboriginal Community School Board for further investigation and resolution.
5. External avenues for complaint, such as the Department of Education's Director General, may be pursued if the student is still not satisfied with the resolution.

STAFF COMPLAINTS

All staff members are encouraged to report any complaints or concerns they may have promptly. Issues may be raised with immediate supervisors or directly with the principal. All complaints will be handled with professionalism and respect.

The complaint process for staff members is as follows:

1. Staff members should try to resolve the issue informally with the party involved, if appropriate and they feel comfortable doing so.
2. If the staff member is not comfortable resolving the issue informally, or the informal resolution does not address their concerns, they may submit a formal written complaint to the principal.
3. The principal logs the complaint in the Complaints Log, investigates, and provides a written response to the staff member.
4. If the staff member is not satisfied with the response, the complaint may be escalated to the Yiyili Aboriginal Community School Board for further investigation and resolution.
5. External avenues for complaint, such as unions or the Department of Education's Director General, may be pursued if the staff member is still not satisfied with the resolution.

EXTERNAL COMPLAINTS

External parties, including parents, guardians, or community members, are also encouraged to raise any complaints or concerns they may have. Complaints can be directed to the principal.

The complaint process for external parties is as follows:

1. External parties should contact the school to discuss the issue informally, if appropriate.
2. If the issue cannot be resolved informally, or the external party wishes to make a formal complaint, they can do so by submitting a written complaint to the principal.
3. The principal logs the complaint in the Complaints Log, investigates the issue, and provides a written response to the complainant.
4. If the complainant is not satisfied with the response, the complaint may be escalated to the Yiyili Aboriginal Community School Board for further investigation and resolution.
5. External avenues for complaint, such as the Department of Education's Director General, may be pursued if the complainant is not satisfied with the resolution.

INFORMAL COMPLAINTS RESOLUTION

Most issues can be handled quickly and informally. We encourage you to first raise your concern directly with the relevant staff member. Even if the issue is resolved informally, all staff are required to log issues, so we are able to identify any systemic issues arising and take appropriate rectification action.

HOW TO MAKE A FORMAL COMPLAINT?

If you have been unable to resolve a matter informally, or wish to make a formal complaint, you can do so by any of the following means:

1. Emailing the school at principal@yiyili.wa.edu.au
2. Coming to the school to talk to the principal
3. Telephoning the school and asking to speak to the student's Teacher or the principal.

INTERNAL COMPLAINTS HANDLING PROCESS

Steps taken when handling a formal complaint include:

1. **Logging the complaint:** The principal will ensure that all formal complaints are properly recorded in the Complaints Log, which includes the following information:
 - Date of complaint

- Name of complainant and their relationship to the school
 - Subject matter of the complaint, including the name of any person complained about and their relationship to the school.
 - Complaint investigator and their position or role at the school
2. **Acknowledging complaints:** All valid complaints will be acknowledged in writing as soon as practicable, ensuring that they are taken seriously and responded to promptly and thoroughly.
 3. **Investigation and resolution:** The principal, along with the designated complaint investigator, will conduct a thorough investigation into the issues raised, following principles of procedural fairness. The investigation aims to identify the underlying causes of the complaint and inform continuous improvement efforts.
 4. **Written response:** Following the determination of the complaint, the principal will provide a written response to the complainant. The response will include the findings of the investigation and any resolutions or actions proposed to address the concerns raised.
 5. **Internal reviews:** If the initial response is not accepted by the complainant, they have the option to request an internal review. The review will be conducted by a designated staff member or the Yiyili Aboriginal Community School Board, who may seek additional information or submissions from the relevant parties. The aim is to ensure fairness and a thorough consideration of the complaint.
 6. **Continuous improvement:** All complaints received will be analysed to identify causes and systemic failures, enabling the school to inform continuous improvement efforts. This analysis will help identify any underlying issues or patterns that require attention and action.
 7. **External resolution alternatives:** If the matter remains unresolved through the internal complaints handling process, the complainant may pursue external resolution options, such as contacting relevant authorities or seeking legal advice. The school will provide information and support to complainants in accessing these external avenues.

CONFIDENTIALITY

The Yiyili Aboriginal Community School is committed to maintaining confidentiality throughout the complaints process. Identifiable information about a complainant will only be available for the purpose of addressing the complaint and will be actively protected from disclosure.

COMPLAINTS ABOUT CHILD SAFETY INCIDENTS OR CONCERNS

If a complaint involves allegations of child abuse, grooming, or other harm, or breaches of the Child Safe Codes of Conduct, the procedures for managing such child safety incidents or concerns apply. These can be obtained by contacting a member of staff or emailing the principal at principal@yiyili.wa.edu.au.

COMPLIANCE WITH NATIONAL CHILD SAFE ORGANISATION PRINCIPLES

Yiyili Aboriginal Community School's Complaints Handling System is designed and implemented in alignment with the National Child Safe Organisation Principles, particularly focusing on Principles 6 and 9. These principles guide us in promoting a culture of safety and wellbeing for our students.

Our complaint handling system conforms to the rules of procedural fairness and includes a system for internal review to ensure that all concerns are addressed thoroughly and impartially.

The school is committed to upholding these principles and continually improving our processes to ensure a safe and nurturing environment for all members of our community.

THE ROLE OF THE DIRECTOR GENERAL

The Director General of the Department of Education is responsible for ensuring that YACS observes the Registration Standards, including the standard about its complaints handling system. We encourage students, parents, and community members to reach out to the Director General if they have concerns about how the school has dealt with a complaint. Further information about the Director General's role and contact details can be found on the Department of Education website.