

# Hastings Public School

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## Complaints Handling Policy Overview

Ref: <https://education.nsw.gov.au/policy-library/policies/complaints-handling-policy>  
<https://education.nsw.gov.au/policy-library/policies/code-of-conduct-policy>  
<https://education.nsw.gov.au/policy-library/policies/workforce-diversity-policy>

### Purpose

This policy outlines the processes for school management of complaints. Key documents utilised in informing and guiding school procedures include the Staff Complaints Procedure 2017, the School Community and Consumer Complaint Procedure 2017, the dignity and Respect in the Workplace Charter and the Code of Conduct.

### 1 Implementation

- 1.1 Staff complaints are managed as per the Staff Complaint Procedure (January 2017)
- 1.2 School Community and Consumer Complaints are managed as per the School Community and Consumer Complaint Procedure (January 2017)
- 1.3 Staff are aware of key documents that provide information of the complaints processes for staff complaints and community initiated complaints
- 1.4 Staff training for Complaints Handling is delivered on an annual basis and is aligned with the Code of Conduct Training
- 1.5 Key staff members have specific training and preparation as complaints managers
- 1.6 The Complaints Handling Toolkit resources are readily available in the Executive Folder on the server
- 1.7 Flowcharts for Complaints Management displayed in Executive Meeting areas
- 1.8 Anti Racism Contact Officer is identified and aware of Complaints Handling Processes
- 1.9 All staff are aware of risk assessment procedures and utilise support mechanisms in place eg Mandatory Reporting Guide
- 1.10 All staff aware of systems / resources in place to support staff through complaints handling processes eg Employee Assistance Program, Teachers Federation
- 1.11 Complaints are managed as per the guidelines in a timely, professional and respectful manner
- 1.12 School checklist is utilised to ensure that all steps are followed as per DoE procedures
- 1.13 All school documentation is collated. Hard copies are marked confidential and kept in the Principal Office. Scanned documents are stored securely in the Principal Folder on the school server.

### 2 Evidence

- 2.1 Staff Training Module and annual training attendance register
- 2.2 Executive Training module for Complaints management
- 2.3 Complaint timeline checklists.

### 3 Policy Review

- 3.1 The Complaints Handling Policy is reviewed cyclically as part of the school's evaluation plan.

Jodie Paterson

Principal

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