



## P1.2: POLICY FOR COMPLAINTS AND APPEALS

### 1.0 Policy Statement

Condell Park Christian School acknowledges that Biblical pathways must always exist for parent(s)/legal guardian(s), carers, paid staff, volunteers and students to express honestly and sincerely matters of concern.

The aim of the Complaints and Appeals Policy is to provide fair and equitable processes so that all concerns will be considered and resolved in a spirit of love and care for each person. This policy is based on values and virtues that are Christian and is underpinned by principles of procedural fairness that will apply to all.

The process of this policy is confidential and any complaints are a matter between the parties concerned and those directly involved in the complaints handling process. These internal procedures are a conciliatory and non-legal process.

### 2.0 Scope

The purpose of the Complaints and Appeals Policy is to provide parent(s)/ legal guardian(s), carers, staff, teacher's aides and students with the opportunity to access procedures to facilitate the resolution of a dispute or complaint.

Where there is a grievance regarding unlawful discrimination, harassment or bullying please refer to the School's Anti-Bullying Policy ([P3.4 Anti Bullying](#)).

### 3.0 Principles

- A complaint should be prayed about in the first instance.
- Complaints should be treated seriously and sensitively, having due regard to procedural fairness, confidentiality and privacy.
- The complaint should be handled without delay and directly with the people involved. For these reasons persons with concerns should raise them as early as possible.
- Wherever possible, complaints should be resolved by a process of discussion, co-operation and conciliation. The aim is to reach an acceptable outcome, which restores and maintains good relationships.
- Support should be provided to the person bringing the complaint and the person against whom the complaint is made.
- No person should be victimised in the event of that person raising a complaint or being associated with a complaint.
- Frivolous or malicious complaints should not be initiated. All parties are expected to participate in the Complaints and Appeals procedure in good faith.

## 4.0 Implementation Guidelines

### 4.1 Biblical Pattern

In the first instance, Condell Park Christian School requests that there is an attempt to resolve the issue informally.

*Matt 18:15 Moreover if thy brother shall trespass against thee, go and tell him his fault between thee and him alone: if he shall hear thee, thou hast gained thy brother.*

If the matter remains unresolved then others may become involved. Their role may be in support of the persons aggrieved or in authority over the parties concerned.

*Matt. 18:16 But if he will not hear thee, then take with thee one or two more, that in the mouth of two or three witnesses every word may be established.*

If this is still unsatisfactory or does not result in a resolution of the matter, the School's Complaints and Appeals Procedures will be followed.

## 5.0 Definitions

**Grievance:** real or perceived grounds for complaint

**Procedural Fairness:** a process that displays fairness to all parties. It includes the right to be heard, the right to be treated without bias, the right to be informed of allegations being made and the opportunity to respond to them in an appropriate fashion.

## 6.0 Policy Review Statement

The Policy for Complaints and Appeals is reviewed every two years.

## 7.0 References and Related Documents

[SP1.2 Complaints and Appeals](#)  
[F1.2 Grievance Appeal Form.](#)