1.0 Overview

Quinns Baptist College is a community and as such, there will be times when parents will wish to make suggestions, may have a complaint or raise a concern that needs addressing. Quinns Baptist College takes these issues seriously and welcomes such feedback. Information about frequently asked questions is outlined briefly below to assist families should such a need occur. We encourage families to raise concerns immediately in order to resolve matters swiftly.

A complaint will be treated as an expression of genuine concern that needs a response.

Quinns Baptist College wishes to ensure that:
- Parents have an understanding of how to raise a concern/ make a complaint, should the need or situation arise
- Quinns Baptist College responds within a reasonable time frame and in a courteous and efficient manner
- Parents understand that they are listened to and that concerns/complaints are viewed seriously
- Action is taken where appropriate

‘How do I raise a concern?’
When you contact the College, please be as clear as possible about the concern.

Staff members at the College will be happy to help. It may be best to start with the person most closely related to the issue – for example, the relevant class teacher. They may be able to sort things out quickly, with little fuss. A phone call is the quickest means of contact or a letter/email is also appropriate. However you may feel the issue needs to go to a senior staff member immediately.

‘I don’t want to complain as such, but there is something bothering me.’
Quinns Baptist College staff are working towards the same purpose as yourself – the education and well-being of your child. Staff want to hear your views and ideas. Contact a staff member, as above.

‘I am not sure whether to complain or not.’
If you have a concern, as a parent you are entitled to raise it with the College. If in doubt, remember we are here to help. Sometimes it is reassuring just to talk your concerns through with someone.
‘What will happen next?’
If you raise something on the phone or in person, it may be resolved immediately and to your satisfaction.

If you forward a concern/complaint or suggestion in writing, the College will contact you within 5 working days to respond to your concerns and explain how the matter will be resolved. In many cases the person will need to discuss the matter with a colleague and will consider it further before responding. You will be given a date by which time you will be given a response. If a detailed explanation of the issue is needed, a letter or report will be sent to you as quickly as possible. This letter will inform you of the outcome of the complaint raised. It will explain the conclusion, the reasons for it and any action taken or proposed.

‘What happens about confidentiality?’
Your complaint or concern will be treated as confidential and treated with respect. Knowledge of the issue will remain limited to the Principal and to those directly involved. The Chairman of the College Board may also need to be informed in some matters. It is College policy that complaints made by parents should not rebound adversely on their children.

We cannot entirely rule out the need to make third parties outside the College aware of a complaint and possibly also the identities of those involved. This would only happen in a case where the child’s safety is at risk or where it became necessary to refer a matter to the relevant authorities. As a parent, you would be fully informed.

‘What if I am not satisfied with the outcome?’
We hope that you are satisfied with the outcome, or at least your concerns have been heard and fully considered.

If you are not satisfied, the Principal will offer to refer the matter to the Chairperson of the College Board. Alternatively you may wish to write directly to the Chairperson. The Chairperson will ask for a full report from the Principal and will examine matters thoroughly with the Board before responding. The decision of the Board will be conveyed to you in writing.

If the complaint is about the Principal, you are welcome to ring or write to the Principal. If you find that too difficult you can write directly to the Chairperson of the Board and address the letter as confidential. The Chairperson will acknowledge the letter and seek to resolve the problem through the Board. The Chairperson will then get in touch with you as soon as possible.

Should you wish to discuss any aspect of this process, please do not hesitate to contact the College.
2.0 Complaints procedure for Students

If there are matters that you feel ought to be brought to the attention of the College, whether a complaint or a suggestion, we would like to have the opportunity to discuss it with you.
The following are the steps to take should you wish to discuss matters relating to the College.

**How do I raise a concern/complaint?**
- By talking about it – or by writing it down if you find that easier
- You can do it by yourself, or as part of a group, or through your parents.

**To whom?**
- To any staff member.

**Does it matter what the issue is?**
- No, it can be a big problem or a small one. By discussing it, you may come up with some positive ideas.

**What will happen next?**
- If possible the staff member will deal with it in person. If not the staff member will refer the matter to someone who can help.

**Do others have to know?**
- If you are worried about confidentiality, tell the staff – they will understand.
- Certain matters will not be able to be confidential if there is a risk of harm to the student involved.

Even if you find the issue hurtful or embarrassing, don’t worry – it will only be discussed by staff who can help you.
3.0 Lines of approach

At Quinns Baptist College we do not mind who a complainant may wish to convey a grievance to, however, it is essential that the information is passed on and dealt with appropriately.

**Teacher or Staff Member**
For a matter relating to classroom issues it is most efficient to speak directly with the Class Teacher to resolve the matter. The Class Teacher must pass on the information to the relevant senior staff. If in doubt, think about who the complaint is most relevant to, that is, is it curriculum, administrative or pastoral? Staff are not encouraged to keep a complaint to themselves but rather utilize the support of Senior Staff.

**Year Coordinators**
For matters relating to the wellbeing of a student, The Year Coordinator can be approached to raise the matter with the College. They will then involve the relevant staff in resolving the matter. Year Coordinators keep their own records of parent contact where complaints can be noted. Year Coordinators are encouraged to share complaints with Administration and with the College Counsellor if it is felt that support for the complainant or Staff may be needed. In the case of administrative or pastoral issues, the Deputy of Administration should be fully informed and involved in potential solutions and feedback.

**Heads of Departments**
For grievances relating to academic concerns, Parents/ Students are encouraged to speak with the Head of Department. Heads of Department will then discuss the matter with relevant staff. Head of Departments are encouraged to share complaints with The Deputy of Curriculum, particularly in the case of curriculum issues where the Deputy of Curriculum should be fully informed and involved in potential solutions or feedback.

**Deputies (Administration and Curriculum)**
Deputies are encouraged to share complaints with the Principal of the College. In the action of a serious allegation the Principal should be involved in the process of sourcing solutions and or feedback.

**Principal**
The Principal is obliged to convey serious complaints to the College Board and ensure that the Chairperson of the Board is aware of ongoing serious matters in the College.
4.0 Concern/grievance procedure

A member of the community has a concern/ grievance

Make an appointment to discuss the concern/ grievance with the class teacher (curriculum related matters/ well-being in Primary) or the Year Coordinator in Secondary (student well-being)

Unresolved matters to be referred to the Head of Department for curriculum concerns/grievances (Secondary), Deputy Principals for curriculum based or well-being concerns (Primary) or Deputy of Administration for well-being concerns (Secondary)

Refer unresolved curriculum/ academic matters to the Deputy of Curriculum (Secondary)

Unresolved matters are referred to the Principal

Unresolved matters are referred to the College Board in writing and delivered to the College Administration Office