



Nurture for today • Learning for tomorrow • Character for eternity

Kempsey Adventist School

Student Management Complaint Resolution Guidelines

Rationale

KAS has both a desire and a responsibility to ensure that the school's Student Management Guidelines are effectively, ethically and impartially administered. KAS is also committed to ensuring that high standards of conduct are maintained by staff and students at all times, and that complaints relating to the school's Student Management Guidelines are managed and resolved fairly, promptly and in accordance with relative legislation.

Aims

- To provide a harmonious, positive and productive school environment.
- To resolve complaints fairly, promptly and in accordance with relevant legislation.


Implementation

- KAS seeks to provide a positive, harmonious and productive environment.
- It is the Principal's responsibility to provide a healthy and positive school environment that is free from discrimination, harassment and provides a context where learning is made possible for all students. In doing so, the Principal must ensure that all staff and school community members are aware of their rights and responsibilities.
- The Principal is required to use local complaints resolution procedures, where appropriate, for resolving complaints in relation to the processes and outcomes of the Student Management Guidelines. All allegations of serious misconduct should be referred, by the Principal, to SDA Schools North NSW. (Ph. 0249117500).
- In instances where a minor complaint and/or concern is raised by a KAS staff and/or community member, where appropriate, it may be referred to the KAS School Executive for resolution. In all such instances, the KAS Principal reserves the right to refer any such complaints and/or concerns to the more formalised Complaint Resolution process outlined in this policy document.
- It is incumbent upon the Principal to act where concerns are raised in relation to the processes and outcomes of matters relating to the Student Management Guidelines.
- In the first instance, complainants should take their complaint directly to the Principal. However, a complainant may choose to take their complaint directly to SDA Schools North NSW. (Ph. 0249117500).
- It is important that all complaints, ensuing procedures and outcomes are fully documented.
- The Principal may choose to respond to a complaint through an informal process in cases where the complaint is minor, the complainant wishes the matter to be dealt with informally or the complaint has arisen from lack of or unclear communication.
- Formal processes will be used when informal processes haven't been successful, a complainant seeks a formal process, or the Principal believes the complaint warrants formal investigation.
- The formal process involves: -
 1. Investigating the complaint including formal interviews, written statements, conveying the details of the complaint to the respondent in writing providing the opportunity for a written response.
 2. Dismissing or accepting the complaint. Acceptance may involve referral of the matter to the SDA Schools North NSW Education Director, verbal or written warnings, conciliation, or counselling etc.
 3. Preparation of a detailed confidential report.
 4. Monitoring of the situation.
- Parties dissatisfied with the process can appeal to the NSW Education Standards Authority (NESA). (Ph. 0293678111).
- All matters must be treated with utmost confidentiality, and professional respect at all times.

- The School Advisory Council chairperson will be kept informed of all complaints.

Evaluation

These guidelines will be reviewed as part of a three-year school review cycle.

 KEMPSEY ADVENTIST SCHOOL
Adopted by the SAC / /
Signed _____ (SAC Chairperson)
Date for review / /