




# Complaints Resolution Procedure

<b>Purpose:</b>	The purpose of this procedure is to ensure that complaints about the operations of Montessori Noosa are received, managed and resolved with respect, natural justice and in alignment with our core values.
<b>Scope:</b>	This procedure applies to any type of complaint about the operations of the school and may include employees, parents/carers, students, clients, contractors, volunteers, directors and agents of Montessori Noosa, persons undertaking work experience or vocational placements and members of the wider community.

<b>Document No.</b>	2.20.1	<b>Date Ratified:</b>	16 January 2024
<b>Status:</b>	RATIFIED	<b>Supersedes:</b>	NEW
<b>Review Date:</b>	Annually	<b>Next Review Date:</b>	16 January 2025
<b>Authorised by:</b>	<b>Elizabeth Goor</b> Board Chair	<b>Signature:</b>	
<b>Policy Owner:</b>	School Governing Body (Education for Generations Ltd)		

<b>References:</b>	Montessori Noosa Complaints Resolution Policy
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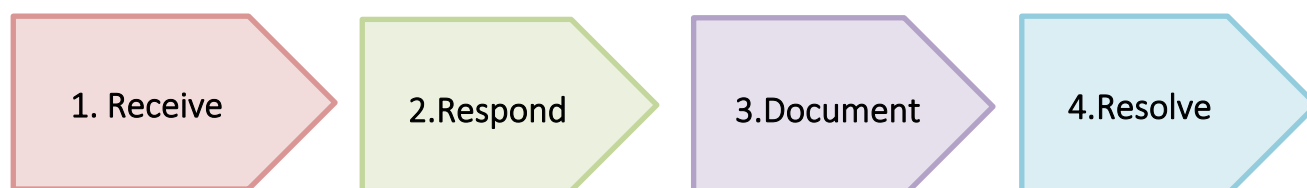
## Application

This Procedure is to be read in conjunction with the Complaints Resolution Policy and the steps within are to be undertaken in line with the Complaints Resolution Principles.

Montessori Noosa (the school) encourages the raising of complaints when dissatisfaction occurs in relation to an action, inaction or a decision from any part of the school.

## Complaints Resolution Steps

The school will respond to all complaints with the following steps:



### **1. Receive**

The school will receive complaints in-person, by telephone or video conference, by email or mail.

All employees of the school can receive complaints on behalf of the school. The complaint will then be referred to the Principal to respond to, and progress to resolution in accordance with the Complaints Resolution Policy and this Procedure.

If the complaint relates to the Principal, then the complaint will be referred to the Board Chair to respond to, and progress to resolution in accordance with the Complaints Resolution Policy and this Procedure.

### **2. Respond**

The school will acknowledge receipt of the complaint within 48 hours of receipt and explain how the complaint is being responded to. This may require more information to be gathered from the complainant or others. Investigation of the issues raised in the complaint may be undertaken formally or informally.

Other responses to a complaint might include but are not limited to mediation and negotiation.

### **3. Document**

Montessori Noosa maintains a register of complaints including all documents related to the complaint. The school will monitor complaints to ensure they are progressed to resolution and report an overview of complaints to the Board while maintaining confidentiality.

### **4. Resolve**

The school and the complainant will reach a resolution of the complaint. It is the school's aim that the resolution of the complaint is amicable and acceptable to all parties involved.

The school will regularly review complaints, the outcomes and processes undertaken to resolve complaints to ensure consistent implementation of this policy and to take the opportunity to improve its operations.

If the complainant is not happy with the outcome or resolution of the complaint they can make their complaint to the Board of Directors, via the Board Chair.

## **Employees receiving Complaints**

All complaints are to be received in the following manner:

- with respect and openness;
- if possible, resolve the complaint or otherwise assure the complainant that the complaint will be addressed and referred appropriately;
- provide the complainant with a copy of the Complaints Resolution Policy and this Procedure; and
- thank the complainant for the complaint.

If receiving the complaint verbally:

- take notes and summarise the issues to help ensure that the complaint is recorded accurately;
- do not be defensive or apportion blame;
- remain positive;
- do not perceive anger as a personal attack;
- empathise with the complainant and acknowledge their feelings;
- find out what the complainant wants to happen as a result of the complaint; and
- advise the complainant that the support of a third party is available if needed.