




Complaints Resolution Policy

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| Purpose: | The purpose of this policy 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 values. |
| Scope: | This policy 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. |

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| Status: | RATIFIED | Supersedes: | 2018 Complaints Policy |
| Review Date: | Annually | Next Review Date: | 16 January 2025 |
| Authorised by: | Elizabeth Goor Board Chair | Signature: |  |
| Policy Owner: | School Governing Body (Education for Generations Ltd) | | |

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| References: | <ul style="list-style-type: none">• Education (Accreditation of Non-State Schools) Act 2017 (Qld)• Education (Accreditation of Non-State Schools) Regulation 2017 (Qld)• Education (General Provisions) Act 2006 (Qld)• Education (General Provisions) Regulation 2017 (Qld)• Fair Work Act 2009 (Cmwth)• Work Health and Safety Act 2011 (Qld)• Privacy Act 1988 (Cmwth)• Anti-Discrimination Act 1991 (Qld)• Australian Human Rights Commission Act 1986 (Cmwth)• Sex Discrimination Act 1984 (Cmwth)• Age Discrimination Act 2004 (Cmwth)• Disability Discrimination Act 1992 (Cmwth)• Racial Discrimination Act 1975 (Cmwth)• <i>Montessori Noosa Complaints Resolution Procedure</i>• <i>Montessori Noosa Child Protection Policy</i>• <i>Montessori Noosa Disability Discrimination Policy</i>• <i>Montessori Noosa Workplace Anti-Bullying Policy</i>• <i>Montessori Noosa Prevention of Sexual Harassment Policy</i>• <i>Montessori Noosa Work Health and Safety Policy</i>• <i>Montessori Noosa Privacy Policy</i> |
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Policy Statement

Montessori Noosa (the school) is committed to ensuring that all complaints are received, managed and resolved with respect, natural justice and in alignment with our values.

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

Montessori Noosa views the resolution of complaints as an integral part of its operations and accountability processes, which presents an opportunity to review and improve the quality of its services.

Issues Outside this Policy

The following matters are outside the scope of this policy and are more appropriately handled under other specific policies:

- Child protection concerns or risks of harm to children should be dealt with in accordance with the law and the school's Child Protection Policy
- Employee complaints related to their employment should be directed to the Principal
- Student or employee violence or criminal matters should be directed to the Principal who will involve the Police as appropriate and for all criminal matters
- Formal legal proceedings

Implementation

Montessori Noosa welcomes all feedback as an opportunity to improve the quality of its services and operations. The school encourages the raising of complaints when dissatisfaction occurs and is committed to ensuring all complaints are received, managed and resolved in alignment with our values.

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

The school will make this Policy and related Procedure readily available to all stakeholders (staff, students, parents and others) through the following ways:

- On the school's website
- Available from Reception upon request
- Items in the newsletter, from time to time, about this Policy & Procedure
- Email contact for complaints posted on the school's noticeboards
- Raised in community and student forums that the school encourages complaints from all stakeholders including students

Complaint Resolution Principles

Montessori Noosa is committed to managing complaints according to the following principles:

- **Openness** – the school and its employees will always be open to and welcome complaints of any nature and ensure that everyone is aware of this policy and how to raise a complaint.
- **Fairness** – the school will address any complaints received with integrity and in an equitable, objective and unbiased manner. Complaints will always be managed with regard to procedural fairness and natural justice.
- **Timeliness** – complaints will be received and resolved as quickly as possible without compromising the key principles of this policy or the school's values.

- **Respect** – the school will treat complainants with respect and expects the complainants to be respectful in raising their complaint and throughout the process towards resolution.
- **Confidentiality** – the school will maintain confidentiality and privacy where it is practical and appropriate to do so in its management and resolution of complaints.
- **Transparency** – our procedures for complaint resolution will be clear and transparent.
- **Resolution** – the school will aim to bring all complaints to resolution through the consistent application of this policy and the Complaints Resolution Procedure.
- **Responsiveness** – mediation, negotiation and informal resolution are available alternatives to investigation.
- **Communication** - complainants will always be listened to, heard and kept informed throughout the complaints resolution process.
- **Accountability** – the school will keep records of complaints and outcomes and regularly review these to ensure consistent implementation of this policy and to take the opportunity to improve its operations.