



WESLEY COLLEGE

By daring & by doing

POLICY NAME:	COMPLAINT RESOLUTION POLICY
POLICY AREA:	Risk Management
DATE APPROVED:	September 2025
AUTHOR:	Deputy Head
NEXT REVIEW:	September 2027

1. Objective

To resolve complaints in the best interests of the safety and wellbeing of students in College community to inform continuous improvement in a manner consistent with the Codes of Conduct.

2. Rationale

Wesley College strives for excellence in providing students with a high-quality education that enhances personal best and growth. Excellence demands openness to resolving expressions of dissatisfaction with the education and care of students and staff grievances. A complaint is also an opportunity for complainants and the College to demonstrate our Core Values of Respect, Integrity, Courage, and Compassion. The goal of a complaint is to inform continuous improvement.

3. Definitions

Address means the complaint process from its submission by the complaint until its resolution by the College.

Complaint is an expression of dissatisfaction made to the College, whether verbal, in writing, or anonymous, about College services, decisions, or actions, including the complaint management process.

Complainant is the person or organisation making a complaint.

Decision maker is the person addressing and resolving a complaint on behalf of the Head of College.

Employment Condition means any law, condition, or agreement applicable to a staff member at the time of the act or omission that is the subject of the complaint.

Head of College means the Head of College or the Head of College's nominee.

Pastoral means the safety, wellbeing, personal development, and emotional support of students

Resolution means the outcome of the complaint in accordance with this Policy.

Respondent is the Head of College, regardless of any person named in the complaint.

Staff Member includes employees, contractors, volunteers, and practicum students

4. Scope

This policy applies to all complaints, regardless of the complainant or their anonymity.

5. Policy Statements

The safety and wellbeing of students must be prioritised in addressing and resolving complaints.

A decision maker must vary or suspend the application of this Policy to prevent or respond to a risk to student or staff safety or wellbeing.

The Head of College must suspend addressing a complaint if a law enforcement agency or government regulator is assessing any element of the complaint, and resume when authorised to do so by the external agency or regulator.

A complaint is resolved when the decision maker notifies the complainant of the outcome of assessing the reasonably available information against all applicable employment condition, standards, processes, and policies, including this policy.

The decision maker must refer the complaint to the next decision maker at the request of the complainant.

All parties must address and resolve a complaint in a manner of behaviour described in the College Codes of Conduct.

A decision maker must resolve a complaint in the best interests of the College community.

All parties must observe Cultural safety when addressing and resolving a complaint.

6. Procedural Fairness

A decision maker must address complaints in accordance with the rules of procedural fairness that require:

- Any person who is likely to be adversely affected by the outcome of a complaint must be given a reasonable opportunity to present their case to the decision maker before a final decision is made.
- A fair-minded observer would believe the decision maker brings a mind open to persuasion by information before them.
- A decision is logically supported by information available to the decision maker.
- Compliance with any process in any employment conditions.

Resolution at the lowest appropriate level at the earliest appropriate opportunity allows a decision maker to address and resolve a complaint about their decision. They should do so, provided they can comply with procedural fairness and employment conditions.

A complainant notified of the resolution of their complaint who believes they were denied procedural fairness should ask for the decision to be reviewed by the next decision maker.

7. Culturally Safe Complaints Management

Complaints will be addressed and resolved in a manner that:

- Recognises and respects a person's cultural identity
- Listens and responds to expressions of feeling unsafe
- Assists a person to engage with this Policy
- Acknowledges the significance of fear of retaliation and collective shame
- Permits complaints to be made and addressed through a trusted cultural intermediary
- Gives access to culturally appropriate therapeutic and other services

8. Student Complaints

Complaints by students and ex-students must be addressed and resolved in accordance with this Policy.

Decision makers and staff must ensure that a student is not disadvantaged due to their age, maturity, or a disability from awareness of this Policy, making a complaint, or participating in the complaint resolution process.

Decision makers and staff must give students' opinions about complaints due weight in accordance with the age and maturity of the student.

9. Staff Member Complaints

Complaints by current and ex-staff members must be addressed and resolved in accordance with this Policy and applying the applicable employment conditions. In the case of a conflict between this Policy and an employment condition, the latter will take precedence.

10. Complaint Register

The Head of College must maintain a Complaints Register recording:

- date of complaint
- name of complainant (if known) and relationship to the College
- subject matter of the complaint, including the name of any person complained about and his or her relationship to the College
- decision maker and position or role at the College
- date complaint resolved
- whether complaint upheld
- resolution agreed with or notified to complainant
- date of referral for review to next decision maker

- complaint reviewer and relationship to the College
- date review finalised
- review resolution agreed with or notified to the complainant.

11. Complaint Handling Process

A complaint must be addressed and resolved at the lowest appropriate level at the earliest appropriate time.

A staff member receiving a complaint who has the authority to address and resolve it should seek to do so with minimal formality.

The staff member who resolved the complaint should refer a complainant dissatisfied with the resolution to this Policy as to their options for review.

The following are complaint decision makers:

- Deputy Head
- Head of School or Assistant Head of School
- Academic Complaints: Head of Learning Area or their Assistant
- Pastoral Complaints (5-12): Team Leader (5/6) or Head of Year (7 – 12)
- Boarding: Year Group Coordinator or Head of Boarding
- Co-Curricular Programmes: Person in Charge e.g. Head of Sport or Head of Music
- School Fees or Finance Matters: Director of Finance and Resources
- Chair of College Council

A decision maker must acknowledge in writing receipt of a complaint within three school days.

A decision maker must record the complaint in the Complaints Register.

A decision maker may seek such information as they see fit to address and resolve the complaint.

A complaint must be resolved within three school weeks.

A decision maker must notify a complainant if the complaint cannot be resolved within three school weeks and give an estimated date of resolution.

The decision maker must notify the complainant in writing of:

- The resolution of their complaint
- The reasons for the resolution
- The option for them to ask the Head of College to review the resolution.

The decision maker should notify any staff member named or involved in addressing the complaint of the resolution.

The decision maker should not disclose any adverse action against another person.

A complainant dissatisfied with the resolution should ask the decision maker to refer their complaint and any additional submissions by them to the Head of College.

A complainant dissatisfied with the resolution of their complaint by the Head of College should ask the Head of College to refer their complaint and any additional submissions by them to the Chair of College Council.

A decision-maker, including the Head of College, must refer any complaint to the next decision maker if a reasonable person might believe they cannot address the complaint with an open and impartial mind.

A decision maker reviewing the resolution should confine their review to the information and process used by the original decision maker. If the complainant made further submissions raising new issues, the decision maker may inquire into those submissions as they see fit, including consulting with the original decision maker or any other person.

No person should be subject to any adverse consequences for making a complaint, supporting a complaint, or participating in the complaint process — unless their behaviour breaches a College policy and the response relates to that breach.

12. The College Council

The Head of College must table the Complaints Register with the College Council at least once per term.

The Head of College must report on any trends, or changes to policies, processes or systems arising from a complaint.

13. Resolution

A complaint is resolved when the relevant decision maker is satisfied that all applicable policies, including this Policy, or employment conditions have been applied to the decision maker's satisfaction.

A decision maker is not limited in their resolution by the outcomes sought by the complainant.

14. The Director General

The Director General of the Department of Education is responsible for ensuring that the College observes the registration standards, including the standard about its complaints handling system. Any student, parent or community member is entitled to contact the Director General with concerns about how the College has dealt with a complaint. Information is available on the Department of Education website.

While the Director General may consider whether the College has breached the registration standards, he or she does not have power to intervene in a complaint or override the College's decision.

15. Training

The Head of College must provide regular training to staff appropriate to their level of involvement in this Policy. The Head of College must take reasonable steps to ensure that all students are aware of their rights under the Policy and how to exercise them.

16. Continuous Improvement

A decision maker must identify information arising from the process of addressing and resolving the complaint that may inform improvements to College policies, processes, and decision making. The decision maker must notify relevant staff members of the information for their consideration.

Any change arising from a complaint must be implemented within three months of resolution of the complaint.

Approval / Endorsement Body:	Council
Policy Portal Access Level:	Public
Communication Process:	Portal Website
Author / Contact Person:	Deputy Head
Relevant Legislation / References	Registration Standards for Non-Government Schools AS 10002:2022 Guidelines for complaint management in organisations National Child Safe Organisation Principles