



## STUDENT DISPUTE AND COMPLAINT RESOLUTION POLICY AND PROCEDURE

St Mark's Anglican Community School would like to acknowledge information sourced from the Association of Independent Schools of Western Australia (AISWA), the Anglican Schools Commission (ASC) and Department of Education WA as guidelines in the production of this Policy and Procedure.

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## **1.0 INTRODUCTION**

### **1.1 Purpose**

The *Student Complaint Management Policy* provides a framework for fair and equitable processes which enable student and prospective student concerns to be addressed as quickly as possible and at a level as close to the source of complaint as possible.

This policy is intended to ensure that St Mark's Anglican Community School handles complaints fairly, efficiently and effectively.

### **1.2 Scope**

This policy applies to all students attending St Mark's. This includes visiting students and International students.

This policy will apply to the management of complaints arising between parties including:

- a. student: student
- b. student: staff member
- c. prospective student: staff member
- d. Exchange and International student: student
- e. Exchange and International student: Staff member

## **2.0 PROCEDURES**

### **2.1 Who may complain?**

Students, parents, members of the community, employees of St Mark's in their private capacity are entitled to have their complaints addressed by the Principal, Assistant Principals, Heads of School or the Chair of the School Council.

### **2.2 What may be complained about?** A complaint may be made about the:

- Provision of education;
- Behaviour of any St Mark's employee
- Behaviour of another student in or out of School
- Events or facilities of the School
- Feeling unsafe in the classroom
- Feeling intimidated in the playground

### **3.0 MAKING A COMPLAINT**

Any Problems, Complaints, or Suggestions?  
*If so, the school would like to hear.*

#### ***How do I make a 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 anyone on Staff.

#### ***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, he or she will go on your behalf to someone who can help.

#### ***Do others have to know?***

- The teacher or the person you talk to will not talk to anyone else about your issue unless they have to, for your safety and wellbeing.

#### ***Can I withdraw my complaint?***

- Yes, you can. Just let a teacher know that you no longer wish to follow up. It is hoped that your complaint has been resolved.

**Even if you find the issue hurtful or embarrassing, we encourage you to talk to us as we want to make sure you feel safe and happy at our school.**

#### 4.0 STUDENT FLOW CHART

