



# Oakleigh Grammar

<b>Policy Document Name</b>	<b>Complaints Management</b>
<b>Date Ratified by Board of Management</b>	November 2023
<b>Date for Review</b>	June 2026

## 1. Preamble

**Gospel Values:** As a faith community, we will nurture each other's growth in the values lived by Jesus Christ.

"If your brother does something wrong, go and have it out with him alone, between your two selves. If he listens to you, you have won your brother. If he does not listen, take one or two others along with you...." Matthew 18:15

## 2. Purpose and Scope

Oakleigh Grammar is committed to providing a culture which promotes safety and respectful treatment. The purpose of this policy is to establish a process for resolving complaints. Oakleigh Grammar will not tolerate any form of victimisation as a result of raising their complaints.

The Complaint Management Policy does not apply to disputes regarding the interpretation, application and operation of Oakleigh Grammar's enterprise agreement.

The policy applies to all staff members and members of the community.

This policy should be read in conjunction with the following policies:rocess associated with Oakleigh Grammar. Complaints may arise from:

- allegations of unlawful discrimination;
- allegations of harassment;
- unprofessional conduct and/or unsatisfactory performance;
- a school practice or policy that the complainant believes is unfair, unreasonable, or inappropriate;
- decisions made, or not made, that the complainant believes are unfair, unreasonable or inappropriate; or
- a particular incident.

**Vexatious Complaint** is one that has been considered according to the processes below, found to be unjustified, but the complainant will not accept that conclusion, and persists in making the complaint. In the case of a vexatious complaint, the complainant will be counselled about his or her action in lodging the complaint. S/he will be informed that Defamation may occur when a person's reputation is lowered in the estimation of his or her peers.

**Complainant** is a person who makes a complaint.

**Respondent** is a person about whom a complaint has been made.

**Community** includes students, parents of students, teachers, support staff, administrators, local clergy, Board of Management members who do not have children currently enrolled at Oakleigh Grammar, local residents, proprietors of bus companies and School suppliers.

#### 4. Guiding Principles

a.



### ***Formal Process***

The complaint is to be put in writing and the respondent has the right to reply in writing. Records are to be retained.

Stage II: If the complaint is not resolved at Stage I, it is to be referred either to the immediate supervisor of the respondent or HR

### 3. Analysing the Evidence

Assessing the evidence with regard to reliability, consistency and credibility;

Preparing an investigation report setting out the findings;

Coming to a conclusion and making a finding, based on the evidence gathered

### 4. Facilitating the Resolution

Making amendments to policies if required

If a complaint is deemed to be legitimate, then the resolution of the complaint may include:

Offering an apology;

Developing agreed strategies for managing acceptable differences;

Clarifying expectations of appropriate behaviour;

Giving an undertaking that inappropriate behaviour will be changed;

Instigating mentor support; and