

MARK OLIPHANT COLLEGE



Grievance and Complaints Policy (Parents & Caregivers)



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File Path	

Vision:

In alignment with the Mark Oliphant College values of Respect, Kindness, Belonging and Responsibility, the Grievance and Complaints Policy and Procedure is developed to maintain a supportive school environment where all members of the community feel safe and respected.

Purpose:

The purpose of this policy is to provide a clear and effective process for addressing grievances and concerns within the school community. It aims to ensure that all issues are handled respectfully and promptly, maintaining positive and constructive relationships between students, parents, staff, and the college.

Scope:

This policy and procedure apply to all parents, caregivers and community members at Mark Oliphant College B-12. It provides a structured process for raising and resolving issues related to wellbeing, academic progress, and issues affecting individual students. It ensures that concerns are managed respectfully and effectively, in line with the Department for Education's Code of Conduct.

This policy and its procedures may intersect with other College policies, including, but not limited to, the Behaviour Management Policy and the Visitor Access Policy. In such instances, the College exercises appropriate discretion to ensure the principles of this Grievance Policy are applied alongside the specific requirements of related policies. It is important that our community recognise that these overlaps are managed carefully and in line with our commitment to maintaining a safe and respectful environment.

The policy applies to school-related matters only and does not extend to personal grievances between parents and caregivers. Where conflicts between parents or caregivers arise within the school community, individuals are encouraged to seek resolution through respectful communication or external mediation services, as the College is not responsible for managing personal disputes.

Responding to Grievances and Complaints:

At Mark Oliphant College, our staff make every reasonable effort to resolve parent concerns or complaints in a timely and effective manner. Although specific timeframes may vary depending on the complexity of the issue, staff will typically acknowledge reported grievances and complaints within 2-3 working days – all concerns are prioritised based on their severity and addressed accordingly. We are committed to addressing all grievances and complaints, and ask for your patience and understanding in cooperating with the college to provide the best resolution.

Raising a Grievance or Complaint:

When raising a grievance or complaint, parents and caregivers are asked to approach the college to achieve an early resolution. This process allows the college to identify and discuss with the parent or caregiver possible courses of action that could be taken to resolve the complaint and a timeframe for this to occur.

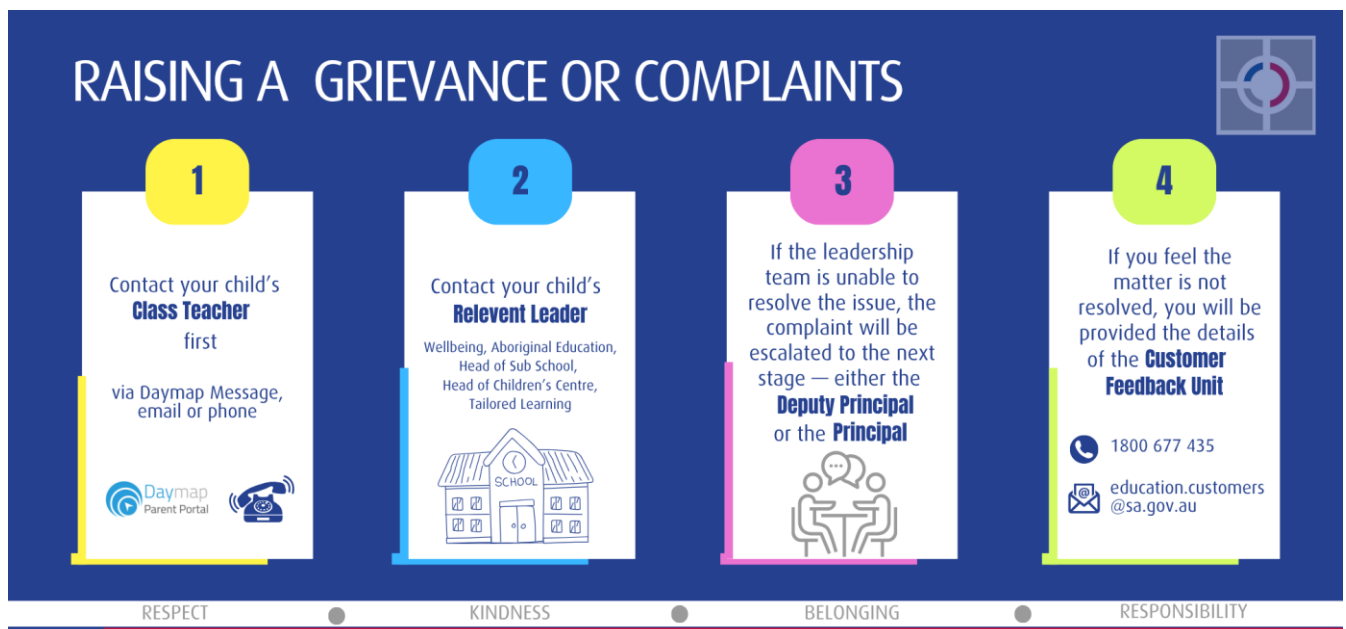
When raising a grievance or complaint with Mark Oliphant College, we ask for your cooperation in follows the procedure below:

Step 1: Contact your child's teacher to communicate your concern (via Daymap Message, email or by organising a time to meet through contacting our front office administration). Please note, it is important to note that it is not appropriate to enter a classroom to communicate grievances (this violates our Visitor Access Policy).

Step 2: If you are not satisfied that the initial grievance or complaint has been addressed by the classroom teacher, or if the matter relates to the classroom teacher, you will be advised to contact your child's relevant Leader (Year Level Leader, Wellbeing Leader, Aboriginal Education Leader, Tailored Learning Leader, Head of School or Head of Children's Centre).

Step 3: If leadership are unable to resolve the matter to your satisfaction, the grievance or complaint will be provided to the Deputy Principal or the Principal.

Step 4: If you still believe the matter is not resolved in accordance with college and Department for Education policy, you will be provided with the Customer Feedback Unit's contact details to raise a complaint with the department.



Unreasonable Conduct

Mark Oliphant College is committed to being accessible and responsive to parents and caregivers who wish to raise a complaint or provide feedback. We are committed to maintaining positive relationships with all community members, and expect that the 'Code of Conduct' is observed in all communication.

Conduct that negatively and unreasonably affects the ability of staff to perform their role in a safe environment can compromise our ability to respond to a grievance or complaint. Unreasonable conduct is any behaviour which, because of its nature or frequency, raises substantial health, wellbeing, resource or equity issues for staff.

This includes:

- Unreasonable persistence
 - an unwillingness or inability to accept reasonable and logical explanations including final decisions.
 - bombarding staff with phone calls, visits, letters, and emails after being asked not to do so.
- Unreasonable demands
 - issuing instructions or making demands to staff on how the complaint should be managed, its priority or the outcome that should be achieved
 - demanding services that can't be provided, when this has already been explained. For example revenge or punishment.
- Unreasonable lack of cooperation
 - sending a constant stream of disorganised information without clearly defining the issues
 - providing little or no detail with a complaint
 - arguing frequently and with intensity that a particular solution is the correct one.
- Unreasonable arguments
 - failing to follow a logical sequence
 - not supported by any evidence or based on conspiracy theories
 - false, malicious or inflammatory comments.
- Unreasonable behaviours
 - swearing, yelling or derogatory, racist, sexist or defamatory remarks
 - harassment, intimidation, threats or violence
 - rude, confronting and threatening correspondence

If parents or caregivers engage in unreasonable conduct as outlined above, the college will take formal steps to address the behaviour. This may include limiting further communication, issuing a formal conduct warning, or, in serious cases, enacting a barring notice to restrict access to the site. Our staff have the right to work in an environment that is both physically and psychologically safe, and the college is committed to upholding this right for all staff.