**NYANGATJATJARA ABORIGINAL CORPORATION**
**(trading as Nyangatjatjara College)**
**ABN: 15 993 442 008** **ICN: 1838**
PO Box 171, Yulara,NT 0872
Ph: 08 8956 2257

# Complaint Handling Policy

| | |
|---|---|
| Status: Version 1 | Supersedes: First version |
| Authorised by: Board Chair | Date of Authorisation: September 2026 |

**Purpose**
The purpose of this policy is to ensure that student, parent and employee complaints and disputes are dealt with in a responsive, efficient, effective, and fair way.

**Scope**
Students, parents and employees, including full-time, part-time, permanent, fixed term and casual employees, as well as contractors, volunteers and people undertaking work experience or vocational placements.

**References**
- *Education Act 2015*
- *Australian Education Regulations 2013*
- *Fair Work Act 2009*
- *Work Health and Safety (National Uniform Legislation) Act 2011 (NT)*
- *Privacy Act 1988 (Cth)*
- *Anti-Discrimination Act 1992 (NT)*
- *Australian Human Rights Commission Act 1986 (Cth)*
- *Sex Discrimination Act 1984 (Cth)*
- *Age Discrimination Act 2004 (Cth)*
- *Disability Discrimination Act 1992 (Cth)*
- *Racial Discrimination Act 1975 (Cth)*
- Nyangatjatjara College Complaints Handling Procedure
- Nyangatjatjara College Complaint Form Allegation of Non-Compliance with Student Protection
- Nyangatjatjara College Complaints Procedure Allegations of Non-Compliance
- Nyangatjatjara College Work Health and Safety Policy
- Nyangatjatjara College Student Protection Reporting Procedure
- Nyangatjatjara College Child Safeguarding Response Procedure
- Nyangatjatjara College Child Protection Policy
- Nyangatjatjara College Child and Youth Risk Management Strategy
- Nyangatjatjara College Anti-Discrimination, Harassment, and Bullying Policy
- Nyangatjatjara College Privacy Policy

**Policy Statement**
Nyangatjatjara College is committed to ensuring that student, parent and employee complaints are dealt with in a responsive, efficient, and effective and fair way.

Nyangatjatjara College views complaints as part of an important feedback and accountability process.

Nyangatjatjara College acknowledges the right of students, parents and employees to complain when dissatisfied with an action, inaction or decision of the school and the school encourages constructive criticism and complaints.

Nyangatjatjara College recognises that time spent handling complaints can be an investment in better service to students, parents and employees.

**Complaints that may be resolved under this Policy**

Nyangatjatjara College encourage students, parents and employees to lodge promptly any concerns regarding sexual harassment, child protection, discrimination, workplace bullying and privacy breaches as well as more general complaints that include areas such as:

- the school, its employees or students having done something wrong,
- the school, its employees or students having failed to do something they should have done,
- the school, its employees or students having acted unfairly or aggressively or in a demeaning way,
- issues of student or employee behaviour that are contrary to their relevant Code of Conduct,
- issues related to learning programs, assessment and reporting of student learning,
- issues related to communication with students or parents or between employees,
- issues related to school fees and payments,
- general administrative issues.

Student complaints may be brought by students or by parents on behalf of their children, as appropriate in the circumstances.

**Issues outside this Policy**

The following matters are outside the scope of this policy and should be managed as follows:

- Child protection concerns or risks of harm to children should be dealt with in accordance with the law and the college's Welfare Policy.
- Student bullying complaints should be dealt with under the Positive Behaviour Management Policy.
- Student discipline matters, including matters involving suspension or expulsion, should be dealt with under the Positive Behaviour Management Policy.
- Employee complaints related to their employment should be directed to their supervisor.
- Student or employee violence or criminal matters should be directed to the Principal who will involve the police as appropriate.
- Formal legal proceedings.

**Complaints Handling Principles**

Nyangatjatjara College is committed to managing complaints according to the following principles:

- complaints will be resolved with as little formality and disruption as possible
- complaints will be taken seriously
- anonymous complaints will be treated on their merits
- complaints will be dealt with fairly and objectively and in a timely manner
- Nyangatjatjara College will determine the appropriate person to deal with the complaint in the first instance
- complaints should be resolved with as little formality and disputation as possible; mediation, negotiation and informal resolution are optional alternatives
- procedural fairness will be ensured wherever practicable, including the right of interested parties to the complaint to be heard
- confidentiality and privacy will be maintained as much as possible
- all parties to the complaints will be appropriately supported
- Nyangatjatjara College will give reasonable progress updates
- appropriate remedies will be offered and implemented
- Nyangatjatjara College will provide a review pathway for parties to the complaint if warranted,
- complainants, respondents and people associated with them will not be victimized because of lodging the complaints and they will not suffer any other reprisals
- the college will keep records of complaints
- the college's insurer will be informed if a complaint could be connected to an insured risk

**Responsibilities**
The college has the following role and responsibilities:

- develop, implement, promote and act in accordance with the school's Complaints Handling Policy and procedures,
- appropriately communicate the school's Complaints Handling Policy and Procedures to students, parents and employees,
- ensure that the Complaints Handling Procedures are readily accessible by staff, students and parents,
- upon receipt of a complaint, manage the complaint in accordance with the Complaints Handling Procedures,
- ensure that appropriate support is provided to all parties to a complaint,
- take appropriate action to prevent victimization or action in reprisal against the complainant, respondent or any person associated with them,
- appropriately implement remedies,
- appropriately train relevant employees,
- keep records,
- conduct a review/audit of the Complaints Register from time to time,
- monitor and report to the governing body on complaints,
- report to the school's insurer when that is relevant,
- refer to the school's governing body immediately for any claim for legal redress.

**All Parties to a Dispute**
The complainant and respondent both have the following role and responsibilities:

- apply and comply with the school's Complaints Handling Policy and procedures,
- lodge the complaint as soon as possible after the issue arises,
- expect that the complaint will be dealt with fairly and objectively; in a timely manner; with procedural fairness wherever practicable; that confidentiality and privacy will be maintained as much as possible,
- provide complete and factual information in a timely manner,
- not provide deliberately false or misleading information,
- not make frivolous or vexatious complaints,
- act in good faith, and in a calm and courteous manner,
- act in a non-threatening manner,
- to be appropriately supported,
- acknowledge that a common goal is to achieve an outcome acceptable to all parties,
- recognise that all parties have rights and responsibilities which must be balanced,
- maintain and respect the privacy and confidentiality of all parties,
- not victimize or act in reprisal against any party to the dispute or any person associated with them.

**Employees Receiving Complaints**
Employees receiving complaints have the following role and responsibilities:

- act in accordance with the school's Complaints Handling Policy and Procedures,
- inform the party lodging the complaint of how complaints can be lodged, when they should be lodged and what information is required,
- provide the complainant with information about any support or assistance available to assist them in lodging their complaint,
- provide the complainant with a copy of the school's Complaints Handling Policy and Procedures,
- maintain confidentiality,
- keep appropriate records,
- to forward complaints to more senior employees, including the Principal, as appropriate,
- not victimize or act in reprisal against the complainant, respondent, or any person associated with them.

**Implementation**
Nyangatjatjara College is committed to raising awareness of the process for resolving complaints at the school, including by the development and implementation of this policy and related procedures, and via the clear support and promotion of the policy and procedures. Staff, students and parents will have access to the

Complaints Handling Policy and Procedure documents through the enrolment package, school website, school notice board, and school newsletters.

Nyangatjatjara College is also committed to appropriately training relevant employees (especially senior staff) on how to resolve complaints in line with this policy and the related procedures.

Nyangatjatjara College will keep appropriate records of complaints, monitor complaints and their resolutions, and will report on a high-level basis to the school Management Committee on complaint handling at the school.

Nyangatjatjara College will act to encourage students, parents and employees to contribute to a healthy school culture where complaints are resolved with as little formality and disruption as possible.

Nyangatjatjara College will appoint an appropriate employee as an Equity Contact Officer to provide confidential and impartial information about the school's relevant policies and processes.

**Review and Continuous Improvement**

- This policy will be reviewed at least annually, after significant incidents, or when legislative or operational changes occur.
- Feedback from workers and relevant stakeholders will inform ongoing improvement.
- Associated procedures, training, and risk controls will be updated to maintain compliance and practical effectiveness.

- **Review Date:** Annually
- **Next Review:** 2027
- **Policy Owner:** Nyangatjatjara College Aboriginal Corporation

| Version | Date | Author | Changes made |
|---|---|---|---|
| 1 | September 2026 | School Leadership | First version |
| | | | |