



## Workplace complaints policy

## Policy document information

<b>Policy name:</b>	Workplace complaints policy
<b>Author:</b>	ADS
<b>Trust &amp; reputation</b>	
NSW Education Standards Authority	Registered and Accredited Individual Non-government Schools (NSW) Manual Section 3.6 (Safe and supportive environment)
Legislation	<ul style="list-style-type: none"> <li>• Fair Work Act 2009</li> <li>• Privacy Act 1988</li> </ul>
Relevant information	<ul style="list-style-type: none"> <li>• External avenues for appeal: Fair Work Ombudsman - <a href="http://www.fairwork.gov.au">www.fairwork.gov.au</a></li> </ul>
<b>Other policy relationships</b>	<ul style="list-style-type: none"> <li>• Code of conduct</li> <li>• Workplace complaints procedure</li> <li>• Bullying and harassment (including sexual harassment) in the workplace policy and procedure</li> <li>• Investigations policy</li> <li>• Investigations procedure</li> <li>• Whistleblower policy and procedure</li> </ul>
<b>Document Location</b>	
<b>Board Checklist</b>	Verified by the most technically competent person inside or outside the organisation and confirmed by the Executive Principal / Head of Campus to be in accordance with the College Mission Statement and Board Governance Manual GM01.
Date of issue/last revision:	25 October 2022
Last Date submitted to Board of Directors:	20 October 2022
Date of Formal Ratification by the Principal on behalf of Board:	20 October 2022
Date set for review:	October 2024

## Purpose

This document outlines the Sapphire Coast Anglican College's (SCAC) (the School) policy regarding the resolution of workplace complaints. According to the type of complaint it may be read in conjunction with Reportable conduct policy and/or Mandatory reporting.

## Scope

This is an organisation-wide policy and applies to personnel in all services and programs. Personnel means all staff, volunteers and contractors.

## Policy

The School is an equal opportunity employer that promotes fair, equitable and respectful behaviour in the workplace. We aim to:

1. create a working environment where all workers are treated with dignity, courtesy and respect
2. implement training and awareness raising strategies to ensure that our people know their rights and responsibilities
3. provide an effective procedure for complaints based on the principles of natural justice
4. treat all complaints in a sensitive, fair, timely and confidential manner
5. guarantee protection from any victimisation or reprisals
6. encourage the reporting of behaviour which breaches this policy
7. promote appropriate standards of conduct at all times.

School personnel may lodge a workplace complaint in relation to an alleged breach of policies and procedures and/or values as outlined in the Code of conduct. Workplace complaints may arise from issues such as:

1. Interpersonal relations
2. Harassment
3. Discrimination
4. Recruitment
5. Promotion
6. Resources
7. Rosters
8. Work performance
9. Training

The School recognises that all personnel have the right to:

- Be treated with respect and courtesy
- Disagree with management decisions
- Lodge a workplace complaint at any time
- Have that complaint taken seriously, investigated and resolved fairly, promptly and without delay.

The School will address all workplace complaints in a confidential manner. Only the people directly involved in making, investigating or resolving a workplace complaint will have access to information about it.

Personnel have a responsibility to:

- Treat everyone with respect and courtesy

- Accept that disagreeing with a management decision does not make the management decision wrong
- Raise complaints with supporting information at an early stage
- Cooperate fully with the investigation in order to resolve the complaint promptly.

Personnel should also refer to the Workplace Complaints Procedure and the Bullying and Harassment (including Sexual Harassment) in the Workplace Policy and Procedure.

## Responsibilities

School policy documents must be ratified by the Board. This document will be reviewed every two years by the Director Risk and Compliance. Consultation with personnel will take place prior to ratification.

All personnel are responsible for adhering to authorised policy documents and for identifying topics, gaps and areas where policy, procedure and instruction are needed.

Line managers at all levels are responsible for:

1. monitoring the work environment to ensure that acceptable standards of conduct are observed at all times and identify and manage any issues with appropriate support
2. treating all complaints seriously and taking immediate action to investigate and resolve the matter.

All personnel are responsible for:

1. their own health and safety
2. complying with this policy
3. maintaining complete confidentiality if they provide information during the investigation of a complaint.

## Feedback

Feedback on this policy can be emailed to [admin@scac.nsw.edu.au](mailto:admin@scac.nsw.edu.au)

## Compliance

Noncompliance with this procedure may result in disciplinary action up to and including dismissal.

## Review

This document is reviewed on a biennial basis and approved by the Principal.