

Record of Complaint Form

Last Updated: October 2021 | Review Date: October 2022

Part 1 – Receiving a Complaint

Matthew 18 teaches us that in the first instance we must personally seek to have conversations with the person causing us concern. Following no resolution, then the following applies:

Any staff member can receive a complaint. All complaints must be received in the following manner:

- Being respectful and helpful
- Giving the person your undivided attention
- Not being defensive, apportioning blame
- Not perceiving anger as a personal attack

When a staff member receives a verbal complaint they should seek to:

- Listen carefully to the issues being raised and thank them for their time taken
- Summarise the issues to clarify and check that they understand what the complainant is saying
- Empathise and acknowledge the complainant's feelings
- Find out what the complainant wants to happen as a result of the complaint
- Tell the complainant that they may use the support of a third party in progressing the complaint, if they feel this is needed
- Resolve the complaint if possible, or assure the complainant that an appropriate staff member will address their complaint
- Tell the complainant of what will happen with their complaint.

Referring a Complaint

Type of Complaint	Refer to:
Student issue or incident that has happened in class	Class Teacher/ Subject teacher
Repeated student issue or incident that has happened in class, on College grounds or College bus	Head of Sub-School/ Team Leader
Relates to no improvements for first two steps	Appointment with Deputy Principal
About a staff member	Supervisor
About a member of the College community	Appointment with Deputy Principal or Principal
About College Policies or Procedures	Appointment with the Principal
Relates to suspected official misconduct or criminal activity	Principal
About the Principal	Executive Principal or CEO or Christian Community Ministries

Part 2- Referral of a Complaint

Reference Number: _____
(Year, Month, Day, Staff initials – e.g. 20200703NM)

Person making complaint:

- Parent/Caregiver
- Staff Member
- Member of the Public
- Member on behalf of organisation
- Student

Name of person making complaint: _____

Date of complaint: _____

Brief description of complaint received:

Actions

- Enter information into Complaints Register
- File a copy of Part 2 (This page only)
- Email Referral to: _____

Please note the attached complaint has been received:

- The person has made an appointment to see you to discuss:
 - Date: _____ Time: _____
- The person has requested you contact them to discuss the issue or arrange an appointment:
 - Phone Number: _____
- The person does not want any further action.

Part 4 – Resolution

To be completed by the person investigating the complaint.

Option A: The complaint was resolved in the following manner:

The following people have also been involved:

- Teacher: _____
- Head of Sub-School/ Team Leader: _____
- Deputy Principal: _____
- Counsellor: _____
- Other Staff Members: _____
- Other Parents: _____
- Other Students: _____
- Other Agencies: _____

Option B: The complaint was not resolved and is now to be referred to the Principal

Comments for Principal:

Signature of Staff Member: _____ Date: _____

Note: All sections of this form must be returned to Administration for accountability requirements. Please keep a copy for your records.