OneSchool Global

Complaint Handling Policy and Procedures

Authorisation Date: 09/2026
OSG Document Code: POL_NSW_OP_Complaint Handling_V1.0
Region: New South Wales

Complaint Handling Policy and Procedures

<table>
<tr><td>OSG Document Code
POL_NSW_OP_Complaint Handling_V1.0</td><td>Authorisation date:
09/2026</td><td>Next review date:
09/2028</td></tr>
<tr><td rowspan="2">Policy author
Regional Principal</td><td rowspan="2">Reviewed by:
NSW Compliance and Business Manager</td><td>Endorsed by: OneSchool Global NSW Board on 15/09/2026</td></tr>
<tr><td>Approved by: OneSchool Global NSW Board on 15/09/2026</td></tr>
<tr><td>Local Document Code
(if applicable)
XXXXXXX</td><td colspan="2" rowspan="2">Associated documents
Allegations of Staff Misconduct or Reportable Conduct Procedure
Child Protection Policy
Whistleblowing Policy
Staff Code of Conduct
Bullying Policy</td></tr>
<tr><td>Enquiries contact:

admin.nsw@au.oneschoolglobal.com</td></tr>
</table>

1. POLICY STATEMENT

OneSchool Global NSW is committed to ensuring that student, parent, employee and members of the public's complaints are dealt with in an efficient, effective, responsive and fair way and complaints are viewed as part of an important feedback and accountability process.

OneSchool Global NSW acknowledges the right of students, parents, employees and members of the public to complain when dissatisfied with an action, inaction or decision of the school and the school encourages constructive criticism and complaints and recognise that time spent on handling complaints can be an investment in better service. In exceptional circumstances, the Regional Principal or Chair of the NSW OSG Board may vary process steps, provided the decision upholds procedural fairness, is documented (with reasons), and meets all legal reporting obligations.

2. PURPOSE AND SCOPE

This policy applies to OneSchool Global NSW in handling complaints made in respect of services provided by the school or against staff members, which includes employees, contractors and volunteers.

This policy does not extend to personal grievances between parents, guardians or other members of the school community.

3. WHISTLEBLOWING COMPLAINTS

© Copyright OneSchool Global Ltd.

3.1 This policy does not extend to complaints which are whistleblowing disclosures. The procedure for processing whistleblowing complaints are dealt with in the school's Whistleblowing Policy.

3.2 In summary a whistleblowing disclosure is a disclosure which:

3.2.1 is made by a board member, staff member, a person who supplies goods or services to the school, including a volunteer, an employer of a supplier or a relative of any of these people;

3.2.2 involves alleged misconduct, an improper state of affairs or circumstances, or illegal activity, and

3.2.3 is made to a senior staff member, or officer of the school, the school's auditor or a person who the school has authorised to collect such disclosures.

4. RELATED POLICIES

4.1 Complaints about reportable conduct will be addressed in accordance with the school's Child Protection Policy.

4.2 Complaints regarding a grievance between students will be addressed in accordance with the Bullying Policy.

4.3 Complaints regarding a grievance between staff members about work matters, including work relationships and decision made by other staff members which impact on their work, will be addressed in accordance with the school's Grievance Resolution Procedure.

4.4 Complaints regarding unlawful discrimination, harassment or bullying between staff are generally addressed in accordance with the school's Workplace Bullying, Sexual Harassment, and Discrimination Policy.

4.5 Complaints regarding teacher accreditation processes will be addressed in accordance with the school's Teacher Accreditation Procedures.

5. COMPLAINTS

A complaint or grievance is an expression of dissatisfaction made to the school about an educational and/or operational matter relating to services provided by the school or the behaviour or decisions of a staff member, contractor or volunteer, including misconduct.

If a parent/carer or student has a concern about the conduct of a staff member, they should raise their concern with the school in accordance with the procedure below.

If a complaint that concerns the behaviour of a staff member may constitute reportable conduct, the matter will be addressed by the school's Child Protection Policy. A complaint about a reportable conduct matter may be current or historical. Timeframes for investigation of complaints relating to reportable conduct are dependent on the individual matter and may be over an extended period of time, particularly in the case of a historical allegation. The school is bound by privacy or other confidentiality requirements when conducting investigations of reportable conduct allegations, which may limit the information that can be shared with the

© Copyright OneSchool Global Ltd.

complainant regarding the outcome of an investigation. Please refer to the school's Child Protection Policy for information about reportable conduct.

Complainants are not required to assess whether their concern meets the threshold of reportable conduct before making a complaint. Any concern about a child's wellbeing or the conduct of an employee, volunteer, contractor or member of the school community may be reported under this policy.

Complaints may be made by a student or parent/carer or any member of the school community. The school will seek to resolve complaints informally where possible but acknowledges that in some cases a person may wish to make a formal complaint.

6. RAISING A COMPLAINT

6.1 The complainant

Complaints may be raised by a complainant directly with the person involved or with the Campus Principal in the first instance. Any complaint about the conduct of a staff member should be raised directly with the Campus Principal in the first instance. The complaint can be made in person or by writing to the Campus Principal via email. Alternatively, a complaint about the conduct of a staff member can be made by completing the OneSchool Global NSW Complaints and Grievances form on the OneSchool Global website under the NSW Policies and Annual Report section. Complaints made using this form are managed directly by the Office of the Regional Principal.

If the complainant does not feel comfortable doing so or the matter is one where it may not be appropriate to do so a complaint can be made by completing the OneSchool Global NSW Complaints and Grievances form on the OneSchool Global website under the NSW Policies and Annual Report section. These complaints are managed directly by the Office of the Regional Principal.

Where a person wishes to make a complaint concerning the Regional Principal, the complaint should be made in writing to the Chair of the NSW OSG Board. The Chairman's contact details are available through the campus administration office. In this situation, the references in this policy relating to the role of the Campus or Regional Principal should be read as references to the Chair of the NSW OSG Board.

The School will, where lawful and practicable, accept complaints made anonymously or under a pseudonym. If a complainant does not provide their identity or contact details, the School may be limited in its ability to investigate, respond to, or provide an outcome.

6.2 The school

The Campus Principal or Regional Principal will generally acknowledge receipt of a complaint raised with the school in writing as soon as practicable. The school maintains a complaints register, which is updated with details of each complaint, including actions taken and outcomes/resolutions.

7. HANDLING COMPLAINTS

7.1 Assessing a complaint

© Copyright OneSchool Global Ltd.

The Campus Principal or Regional Principal will assess the complaint on a case-by-case basis and determine (but not limited to) the following principles:

- whether the complaint is one to be addressed under this policy or is a staff grievance or reportable conduct matter, or another matter identified in section 4 which are dealt with by the relevant policies, see section 4; and

- the priority of the complaint in accordance with the urgency and/or seriousness of the matter raised; and
- whether the school may be required to report the matter to the Office of the Children's Guardian, Police, Department of Communities and Justice or other relevant authorities should the complaint relate to possible unlawful conduct or other reportable matters. Refer to the Child Protection Policy for further guidance.

7.2 Managing a complaint

The Campus Principal or Regional Principal will manage a complaint by:

- advising the complainant of the likely steps that will be undertaken by the School in relation to the complaint;
- if appropriate, advising the relevant parties of the complaint at the relevant time and providing them with an opportunity to respond;
- collecting any additional information the School considers necessary to assess the complaint;
- making a decision about how the complaint will be resolved ("resolution decision"); and
- if appropriate, advising the complainant in writing, and any other relevant parties as appropriate, of the resolution decision of the Campus Principal or Regional Principal and if appropriate, any proposed action to be taken.

There may be circumstances where some of the steps outlined above are not appropriate and the school will determine, on a case-by-case basis the most appropriate method of handling the complaint.

A complainant and the relevant parties that the complaint is about may choose to have an appropriate support person present at any meeting with representatives of the School about the complaint. However, the School maintains the right to determine whether the person's preferred support person is appropriate and may not approve the attendance of a support person where they are determined by the School to be inappropriate.

7.3 Record Keeping

The school maintains a complaints register, which is updated with details of each complaint, including actions taken and outcomes/resolutions.

8. PROCEDURAL FAIRNESS

The School will manage complaints in accordance with the principles of procedural fairness by ensuring that all parties are treated without bias, are informed of the substance of the complaint, and are provided with an opportunity to respond. Decisions will be evidence-based, made in a timely manner, and communicated appropriately, with due regard to confidentiality and privacy requirements.

9. CONFLICT OF INTEREST

© Copyright OneSchool Global Ltd.

Any staff member involved in handling the matter must declare any actual, potential or perceived conflict of interest. If a conflict of interest is identified, the complaint will be referred to an independent delegate or, where appropriate, an external investigator.

10. CONFIDENTIALITY

All parties involved in complaints handling are required to maintain appropriate confidentiality, including in relation to handling and storing records.

11. VERSION CONTROL

Document Code	Date	Version No.	Nature of change
POL_NSW_OP_Complaint Handling_V1.0	09/26	1.0	Establishing a formal complaints policy for NSW for general complaints where no previous OSG NSW policy existed.

© Copyright OneSchool Global Ltd.