Complaints Management Policy and Procedure

Authorisation Date: 11/2026
OSG Document Code: POL_TAS_OP_Complaints Management Policy and Procedure V6.0
Region: Tasmania

Complaints Management Policy and Procedure

<table>
<tr><td>OSG Document Code
POL_TAS_OP_Complaints Management Policy and Procedure V6.0</td><td>Authorisation date:
11/2026</td><td>Next review date:
11/2029</td></tr>
<tr><td rowspan="2">Policy author
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Jeremy Dunham, Campus Principal</td><td>Endorsed by: OneSchool Global TAS Board on 16/11/2026</td></tr>
<tr><td>Approved by: OneSchool Global TAS Board on 16/11/2026</td></tr>
<tr><td>Local Document Code
(not applicable)</td><td colspan="2" rowspan="2">Associated documents
Anti-bullying Policy, Student Wellbeing & Behaviour Policy, Child Safe Policy, Mandatory Reporting Policy, Harassment Policy (student against student), Staff, Volunteer, Parent and Student Code of Conducts, Enrichment Program Policy, Enrichment Program Contract</td></tr>
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1. POLICY STATEMENT

OneSchool Global Tasmania (the School) welcomes feedback, both positive and negative, and is committed to continuous improvement. We value open communication with our families and are committed to understanding complaints and addressing them appropriately. We recognise that the complaints process provides an important opportunity for reflection and learning.

The School recognises a person's right to make a complaint and our responsibility to provide a framework within which efforts can be made to resolve complaints. We will ensure there is an effective complaint-handling system with a clear process for resolving complaints that treats people fairly, operates in a timely and provides all parties with a fair opportunity to respond to issues and to present their views.

2. PURPOSE

The purpose of this policy is to ensure that:

- The School meets its obligation to respond to complaints in a fair, effective, and efficient manner.
- Staff, students, parents/guardians and other members of the school community are informed of how they can make a complaint and the process to resolve the matter.

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3. SCOPE

This policy applies to:

- Staff, parents/guardians and the school community who are involved with the school.
- Students who are learning onsite, offsite, or remotely through distance education

This policy does not apply to matters for which there are existing rights and processes, including serious employee misconduct, student critical incidents and criminal matters.

4. CHILD SAFE STATEMENT

OneSchool Global Tasmania is committed to the protection and wellbeing of all students whilst participating in school activities both during and outside school hours. Staff have responsibility for building and maintaining a child safe environment. This responsibility extends to the identification and timely response to all concerns with regard to the safety of any student of OneSchool Global Tasmania.

5. DEFINITIONS

Term	Definition
Complaint	A general expression of dissatisfaction or a problem raised by staff, students, parents and guardians or the school community who consider they have been wronged because of an action, decision or omission within the control or responsibility of the school. The subject of a complaint is normally an action, decision or omission within the control or responsibility of the school that causes a person to feel they have been wronged.
Complainant	A complainant is the party making the complaint.
Respondent	A respondent is the person or party against whom a complaint is made.

6. PRINCIPLES FOR PROCEDURAL FAIRNESS AND NATURAL JUSTICE

The School believes in procedural fairness and natural justice and is guided by the following principles.

6.1 **Treat fairly and seriously**

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Assess all matters on their merits and facts. Any complaint resolution process should be thorough enough to obtain relevant and credible evidence as is reasonably necessary to ensure substantive fairness by:

6.1.1 Providing particulars of the complaint and available evidence (including a copy of any complaints, if available, and not otherwise inappropriate to provide on legitimate privacy, confidentiality, or work health and safety grounds) so participants understand the context of the process in which they are being required to participate;

6.1.2 Providing staff and other people at the workplace with a reasonable opportunity to respond to a complaint, findings, propose resolution, subsequent or additional information (whether in writing and/or in person as appropriate) or other process;

6.1.3 Making factual findings that are reasonably open to be made (e.g. specific behaviours and their context and surrounding circumstances);

6.1.4 Making conclusions or characteristics (e.g. breaches or policies which are serious) that can be objectively drawn from other factual findings);

6.1.5 Notifying staff and/or other persons at the School of the findings relevant to them and any proposed resolution action (if any);

6.1.6 Considering the nature and extent of the complaint, the personal circumstances and employment history of the staff member or other person involved, any mitigating circumstances, School requirements, and any other relevant matters;

6.1.7 Notifying staff and/or other persons at the School of the complaint resolution outcomes and when those outcomes will take effect.

6.2 **Act promptly**

Complaint resolution matters should be dealt with courteously, respectfully and within appropriate timelines on a case-by-case basis. All relevant parties should be provided reasonable estimates of timeframes and be kept informed of the progress that is relevant to them. Extensions of time may be appropriate in complex matters where justified. If additional time beyond the initial estimate is required to address the complaint, all relevant parties should be advised of the additional time required and a reason for the delay in a manner that is appropriate.

6.3 **Support all parties**

Staff involved in the process should be informed about what support is available including the availability of the Employee Assistance Program.

6.4 **Be neutral**

Impartiality towards everyone involved (i.e. persons seeking to impose a resolution to a complaint, witnesses, affected parties and responding persons). Participants should also avoid any personal or professional bias (perceived, potential or actual).

If a preliminary enquiry or school investigation is undertaken, the investigator may be internal or external to the School provided that the person is:

- Objective or neutral and impartial (i.e., avoid actual or perceived bias);

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- Competent having regard to the particular circumstances;
- Available to conduct a preliminary enquiry or school investigation and report in a timely manner; and
- Not a potential witness or who has had prior dealings with parties that creates an actual or perceived bias.

6.5 **Communicate process and outcomes**

All parties should be reasonably informed of the process, and what they can expect will happen during a complaint resolution process and potential outcomes. The School will provide all parties with reasons for any actions taken or not taken (which may be appropriately summarised or redacted). Details of the complaint resolution matter should only be disclosed in a manner to those parties that genuinely and legitimately need to know, provided that such disclosure does not create an unreasonable risk to their health and safety or otherwise unreasonably escalate risks of further or similar occurrence.

6.6 **Maintain confidentiality**

The process should ensure appropriate confidentiality for all parties involved and consider individual requests for confidentiality subject to the School's duty to provide a safe workplace.

6.7 **Keep records as appropriate**

Some form of record (with as little or as much formality as is required for the circumstances) should be made of the complaint resolution process and matters dealt with under this procedure including details of the complaint, responses or submission from those involved, the process adopted and any outcomes.

6.8 **Seeking advice and support**

Participants are entitled to obtain advice, including legal advice of their choice and have a support person present during any meetings they are required to attend at their own cost.

6.9 **Appropriate interim arrangements**

It is necessary to preserve the integrity of the complaint resolution process being undertaken and having regard to the seriousness of allegations or to reasonably ensure the health and safety or any persons at the School. While in the process of resolving any complaint, the parties must reasonably ensure that there is no unreasonable interruption to work and/or no other increase to the risks to health and safety. The School may impose appropriate interim arrangements which may include any combination in the section 7.

7. PROCEDURES

The following procedures are designed to assist in the resolution of staff, student, parent/guardian and Community member's complaints. When you make a time to speak with someone about a complaint, it is a good idea to inform them in advance of the issue so that they are better able to

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provide information at the time of your meeting. If at any stage of these procedures you would like to have another person present, please arrange this when you negotiate your meeting time.

7.1 Initial actions when an issue arises

In the first instance, the School requests that there is an attempt to informally resolve the issue. If this is unsatisfactory or does not result in a resolution of the matter, the School's internal formal complaints handling procedure will be followed.

Parents/guardians, community members, students and staff members will submit an OSG TAS Complaints & Grievances Register webform with the complaint before or after raising their concerns with the school. The webform they submit will be saved to a register and managed in accordance with this policy and procedure.

The process of this Complaints Policy and Procedure is confidential and any complaints are a matter between the parties concerned and those directly involved in the complaints handling process.

7.2 Responding to a complaint

Once the complaint has been received, the School will respond within 3 days, with the aim to reach a resolution within 7 days.

7.3 Documentation

The School will encourage all persons involved to document each step of the complaint procedure. This would include all contact with staff members, students, parents and guardians, community members, any other involved parties, and the agreed resolution plan.

Records kept of all discussions and meetings will be kept on school files and retained for 2 years (if student/parent related, it will be recorded in Sentral under that student/parent; if staff member or community member, it will be kept on the relevant human resources record indefinitely, any other complaints will be filed in Teams).

7.4 Complaints Register

Further to the documentation process, the school also maintains a complaints register within Smartsheet that will be updated with basic information around the complaint as another point of reference and record, including any actions and resolutions.

7.5 Resolution Plan

A plan of action will be developed to resolve the complaint in a timely manner. Mediation may be offered at any time during the process if this is seen as a possible way to reach a satisfactory conclusion.

7.6 Further steps if the issue is not resolved

If the resolution plan isn't successful there will be further discussion with the person who lodged the complaint and any other involved parties until the matter reaches a satisfactory resolution, as per the steps in the procedure and appendices.

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It may be the case that an outside mediator/independent person will need to be appointed to assist resolution of the issue through mutually acceptable conciliation procedures. This is the final step of the procedure.

After giving due consideration to the complaint, the independent person may refer the complaint back to the Campus Support Team Lead or Campus Principal or to a nominee, with

- Advice for resolution; or
- Initiate an investigation into the matter; or
- Seek to resolve the matter directly;

Any determination made by the independent person about the complaint will be considered to be final.

Outcomes could include:

- The complainant gaining a better understanding of the situation and no longer being aggrieved;
- The complainant receiving a verbal or written apology;
- The respondent receiving a verbal or written reprimand;
- One or both parties agreeing to participate in some form of counselling; and
- Disciplinary action where a school policy has been found to have been breached, and/or where misconduct/serious misconduct or unsatisfactory performance has occurred.

8. PARENT AND COMMUNITY MEMBER COMPLAINTS

School related complaints raised by parents and community members have a specific process to work towards a satisfactory outcome.

School personnel receiving a complaint from a parent concerning duty of care must refer to the School's Code of Conduct Policies and Child Safe Policy and must also be aware of their legal obligations as mandatory reporters of child abuse and neglect.

The complaint procedure for parents and community members is as follows, noting that complainants are welcome to obtain external assistance/mediation/legal advice to resolve the dispute at any stage of this process:

8.1 Before initiating the complaint procedures in section 7, complainants are encouraged to try to resolve any complaint directly with the person/s concerned. If this is not possible or appropriate, the complainant should proceed to Step 8.2 below.

8.2 Where the complainant has been unable to resolve the complaint him/herself, the complainant should take the matter up with their Campus Principal. Where the complaint involves the Campus Principal, the parent or community member should refer the matter to the Regional Principal. Where the complaint involves the Regional Principal, the parent or community member should refer the matter to the Campus Support Team.

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The Campus Principal, Regional Principal or Campus Support Team should address the complaint with a view to resolving it expeditiously, normally within seven days of receiving the complaint.

In any action, the Campus Principal, Regional Principal or Campus Support Team should ensure procedural fairness for all parties involved, including informing the respondent of the allegations made against them and providing them with an opportunity to respond.

Following resolution of the complaint, the Campus Principal, Regional Principal or Campus Support Team should monitor the situation for a period of time.

8.3 If the complainant believes the complaint has not been resolved to their satisfaction by reference to the Campus Principal, they can refer the matter back to the Regional Principal or Campus Support Team. If the complaint involves the Campus Principal, refer the matter to the Campus Support Team. The Campus Support Team may require the complainant to put the complaint in writing. They should attempt to resolve the matter within seven days of receiving the complaint and should follow similar procedures outlined above for action.

8.4 If the complaint remains unresolved, it may be referred in writing to the Chair of OneSchool Global Tasmania. The Chair should attempt to resolve the matter within seven days of receiving the complaint and should follow similar procedures outlined above for action.

8.5 If the complaint remains unresolved, it may be referred in writing to an independent person by the complainant, Campus Support Team, Campus Principal or Chair.

8.6 After giving due consideration to the complaint, the independent person may refer the complaint back to the Campus Support Team or Campus Principal or to a nominee with:

- Advice for resolution; or
- Initiate an investigation into the matter; or
- Seek to resolve the matter directly.

Any determination made by the independent person about the complaint will be considered to be final. Outcomes could include:

- The complainant gaining a better understanding of the situation and no longer being aggrieved;
- The complainant receiving a verbal or written apology;
- The respondent receiving a verbal or written reprimand;
- One of both parties agreeing to participate in some form of counselling; and
- Disciplinary action where a School policy has been found to have been breached, and/or where misconduct/serious misconduct or unsatisfactory performance has occurred.

Refer to the Appendix 1 for a summary of the parent and community member complaint resolution process.

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9. STUDENT COMPLAINTS

Students who have a school related complaint must have access to a process that allows them to discuss the complaint and work towards a satisfactory outcome.

School personnel receiving a complaint from a student concerning duty of care must refer to the School's Code of Conduct Policies and Child Safe Policy and must also be aware of their legal obligations as mandatory reporters of child abuse and neglect.

The complaint procedure for students is as follows, noting that complainants are welcome to obtain external assistance/mediation/legal advice to resolve the dispute at any stage of this process:

9.1 Before initiating the complaint procedures in section 7, complainants are encouraged to try to resolve any complaint directly with the person/s concerned, with the assistance of a trusted adult. If this is not possible or appropriate, the complainant should proceed to Step 9.2 below.

9.2 Where the complainant has been unable to resolve the complaint him/herself, the complainant should take the matter up with their Campus Principal. Where the complaint involves the Campus Principal, the student should refer the matter to the Regional Principal with the help of a parent. Where the complaint involves the Regional Principal, the student and their parent should refer the matter to the Campus Support Team.

The Campus Principal, Regional Principal or Campus Support Team should address the complaint with a view to resolving it expeditiously, normally within seven days of receiving the complaint.

In any action, the Campus Principal, Regional Principal or Campus Support Team should ensure procedural fairness for all parties involved, including informing the respondent of the allegations made against them and providing them with an opportunity to respond.

Following resolution of the complaint, the Campus Principal, Regional Principal or Campus Support Team should monitor the situation for a period of time.

9.3 If the complainant believes the complaint has not been resolved to their satisfaction by reference to the Campus Principal, they can refer the matter back to the Regional Principal or Campus Support Team. If the complaint involves the Regional Principal, refer the matter to the Campus Support Team. The Campus Support Team may require the complainant to put the complaint in writing. They should attempt to resolve the matter within seven days of receiving the complaint and should follow similar procedures outlined above.

9.4 If the complaint remains unresolved, it may be referred in writing by the student's parent to the Chair of OneSchool Global Tasmania. The Chair should attempt to resolve the matter within seven days of receiving the complaint and should follow similar procedures outlined above for action.

9.5 If the complaint remains unresolved, it may be referred in writing to an independent person by the complainant, Campus Support Team, Campus Principal or Chair.

9.6 After giving due consideration to the complaint, the independent person may refer the complaint back to the Campus Support Team or Campus Principal or to a nominee with:

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- Advice for resolution; or
- Initiate an investigation into the matter; or
- Seek to resolve the matter directly

Any determination made by the independent person about the complaint will be considered to be final. Outcomes could include:

- The complainant gaining a better understanding of the situation and no longer being aggrieved;
- The complainant receiving a verbal or written apology;
- The respondent receiving a verbal or written reprimand;
- One of both parties agreeing to participate in some form of counselling; and
- Disciplinary action where a School policy has been found to have been breached, and/or where misconduct/serious misconduct or unsatisfactory performance has occurred.

Refer to the Appendix 2 for a summary of the student complaint resolution process.

10. STAFF COMPLAINT

Staff members who have a school related complaint must have access to a process that allows them to discuss the complaint and work towards a satisfactory outcome.

School personnel receiving a complaint concerning duty of care must refer to the School's Code of Conduct Policies and Child Safe Policy and must also be aware of their legal obligations as mandatory reporters of child abuse and neglect.

The complaint procedure for staff members is as follows, noting that complainants are welcome to obtain external assistance/mediation/legal advice to resolve the dispute at any stage of this process:

10.1 Before initiating the complaint procedures in section 7, complainants are encouraged to try to resolve any complaint directly with the person/s concerned. If this is not possible or appropriate, the complainant should proceed to Step 10.2 below.

10.2 Where the complainant has been unable to resolve the complaint him/herself, the complainant should take the matter up with their Campus Principal. Where the complaint involves the Campus Principal, the staff member should refer the matter to the Regional Principal. Where the complaint involves the Regional Principal, the staff member should refer the matter to the Campus Support Team.

The Campus Principal, Regional Principal or Campus Support Team should address the complaint with a view to resolving it expeditiously, normally within seven days of receiving the complaint.

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In any action, the Campus Principal, Regional Principal or Campus Support Team should ensure procedural fairness for all parties involved, including informing the respondent of the allegations made against them and providing them with an opportunity to respond.

Following resolution of the complaint, the Campus Principal, Regional Principal or Campus Support Team should monitor the situation for a period of time.

10.3 If the complainant believes the complaint has not been resolved to their satisfaction by reference to the Campus Principal, they can refer the matter back to the Regional Principal or Campus Support Team. If the complaint involves the Regional Principal, refer the matter to the Campus Support Team. The Campus Support Team may require the complainant to put the complaint in writing. They should attempt to resolve the matter within seven days of receiving the complaint and should follow similar procedures outlined above for action.

10.4 If the complaint remains unresolved, it may be referred in writing to the Chair of OneSchool Global Tasmania. The Chair should attempt to resolve the matter within seven days of receiving the complaint and should follow similar procedures outlined above for action.

10.5 If the complaint remains unresolved, it may be referred to an independent person by the complainant, Campus Support Team, Regional Principal or Chair.

10.6 After giving due consideration to the complaint, the independent person may refer the complaint back to the Campus Support Team or Campus Principal or to a nominee with:

- Advice for resolution; or
- Initiate an investigation into the matter; or
- Seek to resolve the matter directly

Any determination made by the independent person about the complaint will be considered to be final. Outcomes could include:

- The complainant gaining a better understanding of the situation and no longer being aggrieved;
- The complainant receiving a verbal or written apology;
- The respondent receiving a verbal or written reprimand;
- One of both parties agreeing to participate in some form of counselling; and
- Disciplinary action where a School policy has been found to have been breached, and/or where misconduct/serious misconduct or unsatisfactory performance has occurred.

Refer to the Appendix 3 for a summary of the staff complaint resolution process.

11. STUDENT VOICE

Students have unique perspectives on learning, teaching, and schooling, and should have the opportunity to actively shape their own education. Students have been actively involved in the development of this policy through consideration of their views, concerns and ideas.

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OneSchool Global Tasmania will utilise its curricular and pastoral programmess to enhance student awareness and voice in policies that are particularly relevant to them.

12. ROLES AND RESPONSIBLITIES

Campus Office Administrator

The Campus Office Administrator at each Campus can assist parents, staff, members of the community and other stakeholders to access the appropriate person to deal with their initial complaint or concern.

Campus Principal

The Campus Principal will often be the first point of contact for matters of concern. They will refer complaints to the appropriate parties and inform the Board.

Campus Support Team

The Campus Support Team consists of representative community members who have a voluntary support role. They meet with the Campus Principal on a weekly basis to give community guidance regarding Campus specific matters.

Regional Principal

The Regional Principal responds to complaints and attempts to effectively manage and resolve them.

Board Directors

Board Directors provide an alternative escalation point for complaints management where complaints involve the Campus Principal or other senior leaders.

13. LEGISLATION

Child and Youth Safe Organisations Act 2023 (Tas)

Personal Information Protection Act 2004 (Tas)

Work Health and Safety Act 2012 (Tas)

Education Act 2016 (Tas)

Anti-Discrimination Act 1998 (Tas)

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14. VERSION CONTROL

Document Code	Date	Version No.	Nature of change
POL_TAS_ADM_Grievance Policy & Procedure	09/2005	V1	Original creation
POL_TAS_ADM_Grievance Policy & Procedure	10/2005	V1.1	Minor changes
POL_TAS_ADM_Grievance Policy & Procedure	10/2016	V2.0	Major updates
POL_TAS_ADM_Grievance Policy & Procedure	02/2019	V3.0	Major updates
POL_TAS_ADM_Grievance Policy & Procedure	01/2020	V4.0	New branding, major changes to wording and flowcharts.
POL_TAS_ADM_Grievance Policy & Procedure	01/2021	V4.0	No changes required
POL_TAS_ADM_Grievance Policy & Procedure	05/2021	V4.1	Minor wording change to Roles & Responsibilities (D)
POL_TAS_ADM_Complaints Management Policy & Procedure	07/2022	V5.0	Changed policy name from 'Grievance Resolution' to 'Complaints Management', other minor changes.
POL_TAS_ADM_Complaints Management Policy & Procedure	07/2023	V5.0	Moved policy to new template.
POL_TAS_ADM_Complaints Management Policy & Procedure	08/2025	V5.1	Updated Terminology to mirror role changes and role name changes. Updated Human Resources Team to People & Culture Team. Included reference to the Complaints & Grievances Webform. Updated flowcharts to reflect role changes.
POL_TAS_ADM_Complaints Management Policy & Procedure	03/2026	V5.2	Removed references to District Principal and assistant campus principal.
POL_TAS_OP_Complaints Management Policy and Procedure V6.0	11/2026	V6.0	Moved to new policy template. Updated roles and responsibilities. Expand scope to include students attending distance education and reference to the Enrichment Program Policy and Enrichment Program Contract. Updated flowcharts to align with the content of the policy.

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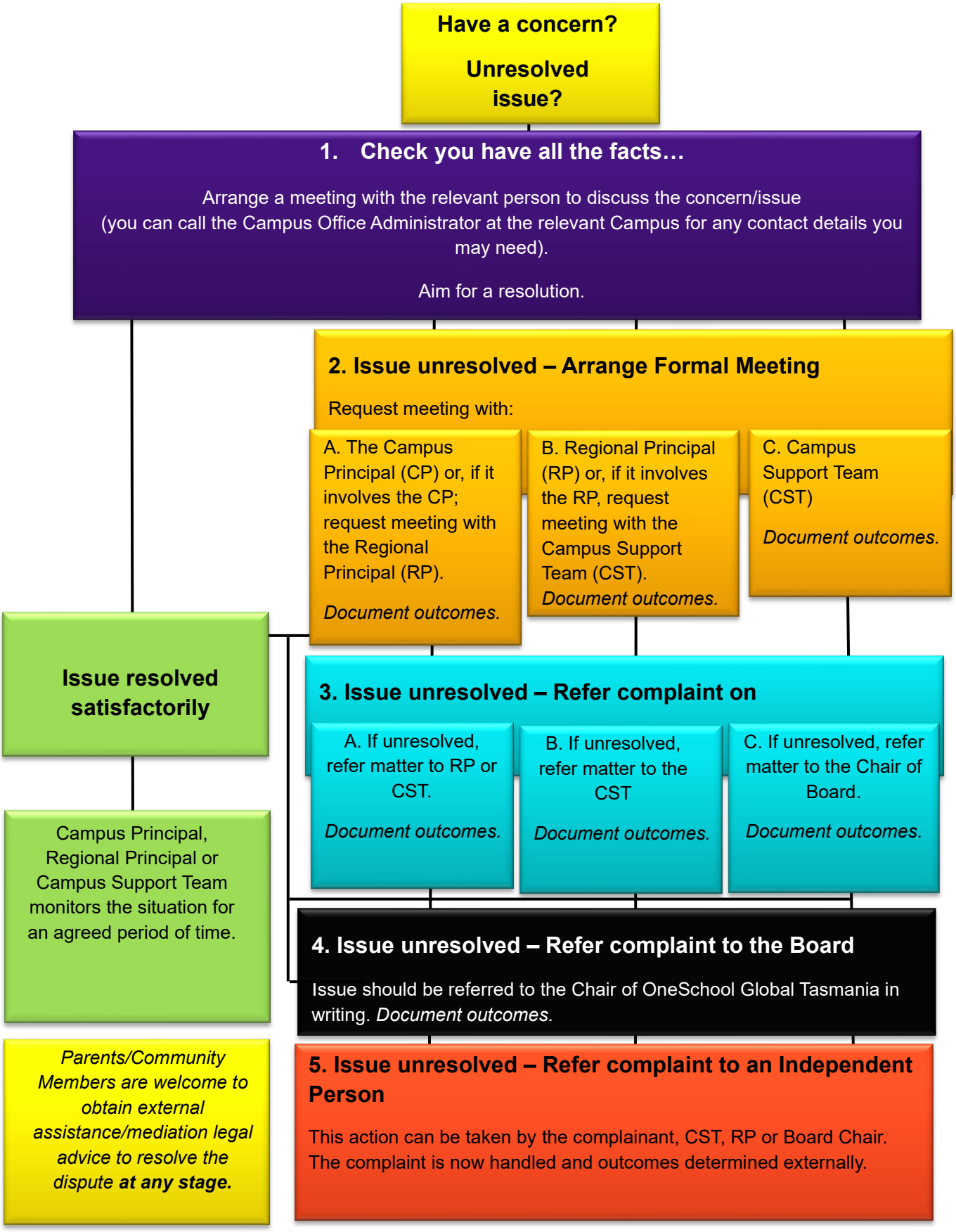
APPENDIX 1 PARENT AND COMMUNITY MEMBER COMPLAINT RESOLUTION PROCEDURE



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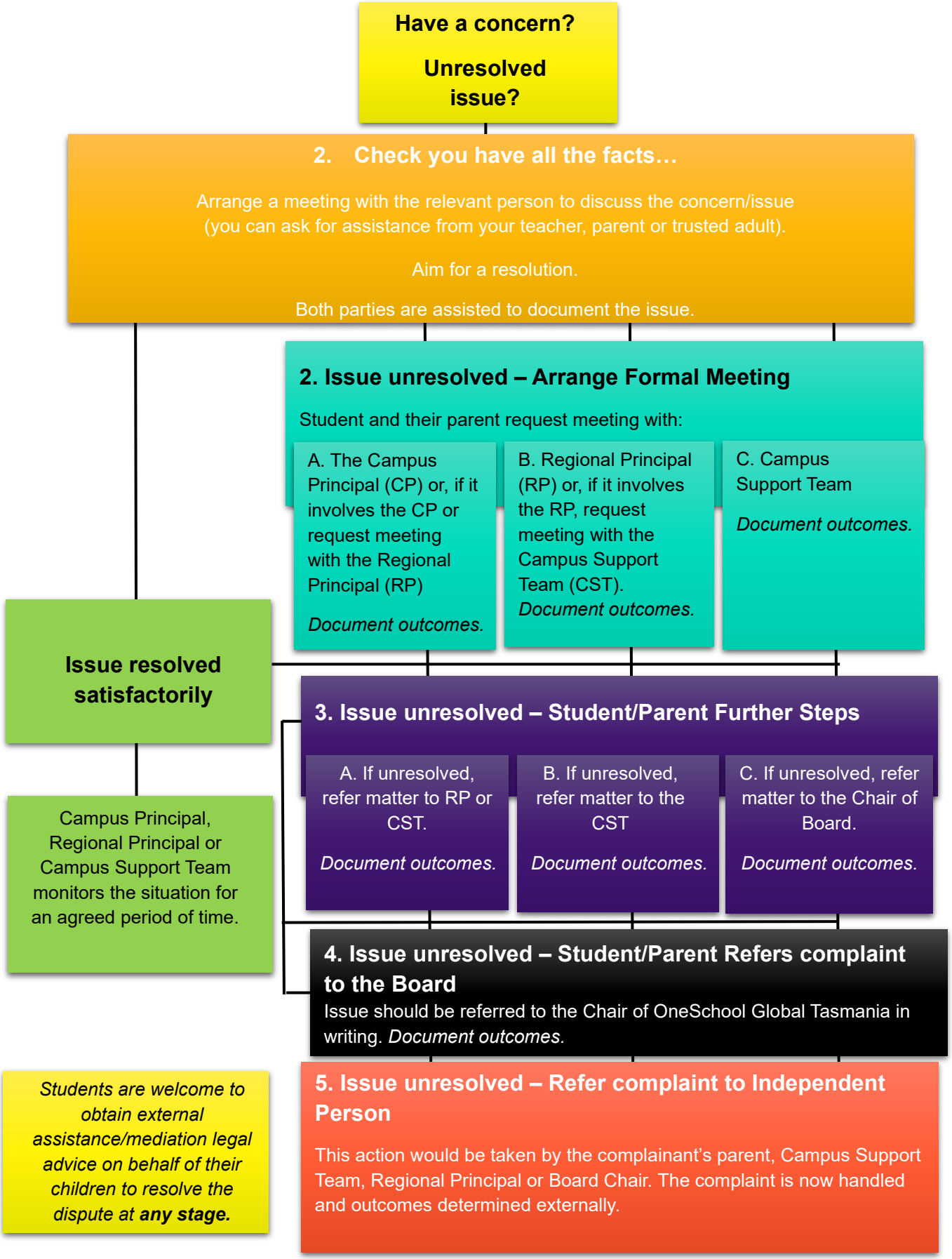
APPENDIX 2 STUDENT COMPLAINT RESOLUTION PROCESS



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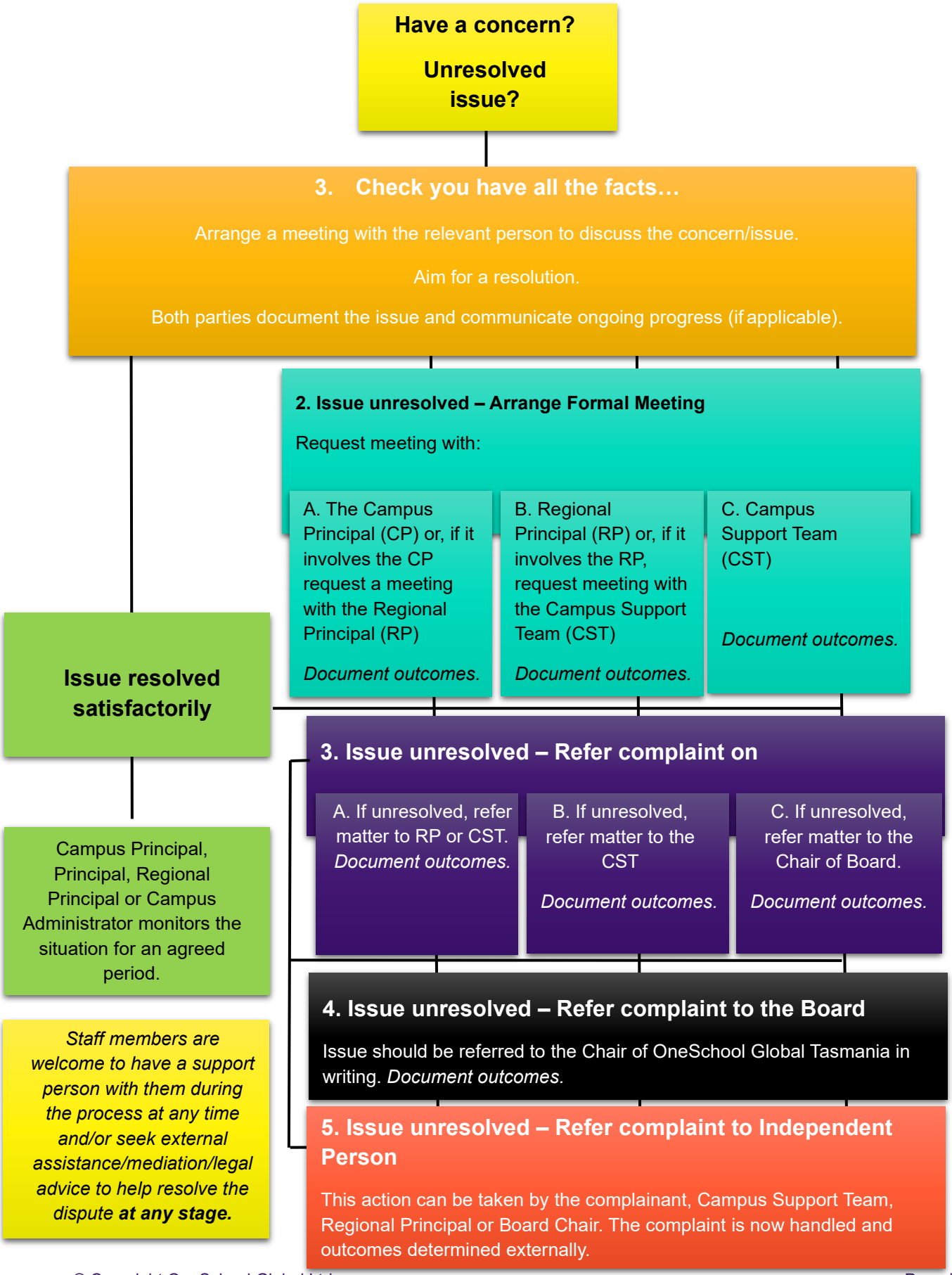
APPENDIX 3 STAFF COMPLAINT RESOLUTION PROCESS



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Tasmania