

CONCERNS & COMPLAINTS POLICY

Raising a Concern or Complaint at Sports College South Australia

At Sports College South Australia (SCSA), we believe a respectful and supportive environment is key to a positive learning and working experience. This policy provides a clear, fair, and consistent process for students, parents, and community members to raise concerns or complaints. Our goal is to resolve issues constructively, strengthen relationships, and use feedback to improve our college.

Please note that SCSA is an independent, non-government school, and as such, external bodies like the Minister for Education do not have the authority to intervene in our internal complaints.

Understanding the Process

We distinguish between a **concern** and a **complaint**:

- A **concern** is an informal issue or feedback you raise to draw attention to a situation. You are not necessarily seeking a specific outcome or resolution.
- A **complaint** is a formal expression of dissatisfaction where you are seeking a specific outcome or resolution.

You can submit a complaint about any aspect of the college, including:

- Our services or products.
 - A member of our staff.
 - A third-party provider working on our behalf.
 - A student.
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How to Raise a Complaint

You can raise a concern informally by speaking with a staff member directly.

For a formal complaint or an appeal, you can submit it in person or in writing using our **Complaints Form**. This form should be directed to the most appropriate person:

- Your child's **teacher** for issues within their class.
- The **Cluster Leader** for issues involving multiple classes or a teacher.
- The **Principal** for all other matters. The Principal may delegate the investigation to the most suitable staff member.

While anonymous complaints are accepted, please be aware that it can be very difficult to investigate and resolve an issue without being able to contact the person who raised it.

Our Expectations

For the process to be effective, we ask that all parties act with respect and in good faith.

When you submit a complaint, we expect you to:

- Raise the issue as soon as possible with complete and factual information.
- Respect the privacy and confidentiality of everyone involved.
- Maintain a calm and courteous manner.
- Seek to understand different perspectives rather than assigning blame.
- Acknowledge that all parties have rights and responsibilities.

When handling a complaint, our staff will:

- Follow this policy and all relevant state and federal legislation.
- Inform you of this policy and your right to have a support person present (at no fee).
- Maintain confidentiality as much as possible. However, to conduct a thorough investigation, some details may need to be shared, which could reveal your identity.
- Act ethically, fairly, and professionally at every stage.
- View complaints as an opportunity to review and improve our policies and practices.

Investigation and Outcome

All formal complaints will be recorded and acted upon promptly. We aim to resolve all complaints within 20 working days. If an issue requires more time, we will inform all involved parties and provide fortnightly updates.

After investigating, the staff member in charge will determine if the complaint is **substantiated** (in whole or in part) or **unsubstantiated**.

- If **substantiated**, a resolution will be offered. This could include an explanation, a change in behaviour, an apology, a change in policy, or other restorative actions.
- If **unsubstantiated**, the complaint will be dismissed, and no further action will be taken.

We will communicate the outcome and the reasoning behind it to all parties in writing.

Requesting an Internal Review

If you are not satisfied with the outcome of a complaint, you may request a single **internal review**. This is a free service unless you choose to engage an external party. To request a review, you must complete the **Complaint Review Form** (found in Appendix B of the full policy).

The Principal or Board Chairperson will acknowledge your request and form a Review Committee of three staff and/or Board members. The committee's role is to:

- Uphold and confirm the original decision.
- Vary the decision.
- Set the decision aside and substitute a new one.

The Review Committee will notify you of their final decision in writing within 20 working days of the original decision. You have the right to have a support person (at no fee) with you at any meeting with the committee.

All formal complaints and their outcomes are reported to the Board. This policy is regularly reviewed to ensure it remains current and compliant with all relevant legislation.