



## WAYS Secondary Complaints Procedure Information

### WAYS Complaints or Grievance Handling Procedures

The procedures by which complaints or grievances are to be raised and how the school will respond to these is described in the WAYS Complaints or Grievance Policy. The school takes all complaints or grievances seriously and will respond respectfully and promptly in order to seek a speedy resolution. All complaints are handled with confidentiality using procedural fairness, objective assessment and support for all people involved. It is a policy of the school that anonymous complaints will not be acted upon.

While all complaints will be taken seriously and investigated in accordance with procedural fairness to all parties concerned, any complaint received that is found to be vexatious, unfounded, or malicious will be treated very seriously by WAYS Secondary, and legal action may be taken if appropriate.

At their initial enrolment interview, the student and their parents/caregivers are informed of their rights, responsibilities and of the procedures for raising complaints or grievances. As part of all student's orientation the school complaints and grievances procedures are explained verbally and a written copy of the Complaints or Grievance Policy is made available for the students and their parents/caregivers.

At the commencement of their employment/engagement, all staff are provided with a copy of the school Complaints or Grievances Policy. The Principal/delegate discusses the policy and processes by which student, parents/caregivers and members of the school community (stakeholders) are required to raise complaints or grievances with the school and how these will be responded to by WAYS.

### Complaints of staff misconduct or reportable conduct

The school will manage any complaint or allegation of staff misconduct or reportable conduct from stakeholders in accordance with WAYS Child Protection and Complaints or Grievances policies and procedures.

Misconduct and/or Reportable Conduct are clearly defined in the WAYS Child Protection Policy which can be obtained from the Principal on request. Stakeholders are encouraged to refer to this policy to clarify these terms.

All complaints or allegations relating to staff misconduct or reportable conduct should be made in writing to the Principal's secure, private school email [terri@ways.org.au](mailto:terri@ways.org.au) or by letter in a sealed envelope marked Private and Confidential, Attention Principal, WAYS Secondary and posted to the school address or delivered in person to Reception.

If the complaint relates to the Principal, it must be referred in writing to the President of the WAYS Secondary School Board – Leo Wassercug, via the secure school email address [leowassercug@ways.org.au](mailto:leowassercug@ways.org.au) or by a letter in a sealed envelope marked Private and Confidential, Attention President of the WAYS Secondary School Board and posted to the school address or delivered in person to Reception.

Once a **written** complaint has been received, the Principal/delegate or President of the WAYS Secondary School Board will provide the complainant as soon as practicable with an acknowledgment in writing (email) of receipt of the complaint or allegation of staff misconduct or reportable conduct. The complainant will be informed that the WAYS Child Protection and Complaints or Grievances policies and procedures will be followed in relation to responding to the matters raised and these will be addressed in a timely fashion. No time specific frame can be given as each case is treated individually.

The Principal/delegate or President of the WAYS Secondary School Board will consider the complaint to determine how it will be responded to and may if appropriate, seek advice from the appropriate authorised organisation (e.g. AIS).

In the event that a complaint or allegation of serious sexual or physical assault relating to staff misconduct or reportable conduct is received the Principal/delegate or President of the WAYS Secondary School Board will immediately refer it to the Police and Department of Communities and Justice (DCJ). Further investigations by the school will not occur until the police and DJC advise the school it is safe to continue investigations.

If the complaint is investigated, the Principal/delegate or President of the WAYS Secondary School Board may periodically update the complainant of the school's progress, only if it is deemed appropriate to do so. No details will be given to the complainant or anyone other than legal authorities.

The Principal/delegate or President of the WAYS Secondary School Board will notify the complainant in writing that the complaint has been finalised. The complainant will be informed about the investigation and the outcome in line with the Ombudsman's Act and privacy legislation regarding disclosure of information.