What if I am not satisfied with the outcome?

We hope that you will feel satisfied with the outcome, or at least that your concerns have been fully and fairly considered.

If you are not satisfied, the Principal will offer to refer the matter to the Chairperson of the College Board. Alternatively, you may wish to write directly to the Chairperson.

Meeting with the Chairperson of the Board

If a meeting is requested, the Chairperson offers to meet the parents at a time convenient to them. Those involved are:

- the Chairperson of the College Board
- the Principal and, at the most, one other member of staff
- the parents

Parents will be permitted to bring with them a supportive friend who is not involved with the complaint. Legal representation is not appropriate at this stage.

The Chairperson, after questioning and listening to the parents and the Principal, may be able to find a solution. If this is not possible, and the parents wish to take the matter further, the Chairperson could consider seeking the advice of an independent arbitrator to gain a new perspective and hopefully a solution. If a resolution is still not found then a mutually agreed upon person skilled in conflict resolution may be called in to chair another meeting and possibly arrive at a solution.

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Grievance Procedure

- Contact Classroom Teacher
- Complete Grievance Form
- Contact Principal
- Referral to Chairperson of the College Board

At any stage of this procedure a solution may be reached which will negate the need for the other steps.

The Emerald Christian College recognises and acknowledges your entitlement to complain and we hope to work with you in the best interests of the children and young people in our care.

For further information please contact the College office

Phone: 07 4982 0977
Fax: 07 4982 0244

Postal Address:
Emerald Christian College
PO Box 1993
EMERALD QLD 4720
Emerald Christian College welcomes suggestions and comments from parents and takes seriously complaints and concerns that may be raised. This leaflet will show you how to use our grievance procedure.

A complaint will be treated as an expression of genuine dissatisfaction that needs a response.

We wish to ensure that:

• parents wishing to make a complaint know how to do so;
• we respond to complaints within a reasonable time and in a courteous and efficient way;
• parents realise that we listen and take complaints seriously; and
• we take action where appropriate.

**How should I complain?**

When you contact the College, be as clear as possible about what is troubling you. Members of staff will be happy to help. It may be best to start with the person most closely concerned with the issue eg the classroom teacher. They may be able to sort things out quickly, with the minimum of fuss. However, you may prefer to take the matter to the Principal.

**Don’t want to complain as such, but there is something bothering me**

The College is here for you and your child, and we want to hear your views and your ideas. Contact the appropriate member of staff, as described above.

**What will happen next?**

If you raise something face-to-face or by telephone, it may be possible to resolve the matter immediately and to your satisfaction.

If you have made a complaint or suggestion in writing, we will contact you within five working days, to respond to your concerns and explain how we propose to proceed. Further communication will be forthcoming as we work towards a resolution.

**What happens about confidentiality?**

Your complaint or concern will be treated in a confidential manner and with respect. Knowledge of it will be limited to the Principal and those directly involved. The Chairperson of the College Board may also need to be informed. It is the College’s policy that complaints made by parents should not rebound adversely on their children.

We cannot entirely rule out the need to make third parties outside the College aware of the complaint and possibly also the identity of those involved. This would only be likely to happen where, for example, a child’s safety was at risk or it becomes necessary to refer matters to the Police. You would be fully informed.

While information relating to specific complaints will be kept confidentially on file, we would point out that anonymous complaints might not be pursued.

Action, which needs to be taken under staff disciplinary procedures as a result of complaints, would be handled confidentially within the College.