

COMPLAINTS, COMPLIMENTS AND SUGGESTIONS



Also see Conflict Resolution. These guidelines cover what is commonly known as Grievance Procedure.

We believe:

1. Complaints, compliments and suggestions are part of the daily adventure of living in an educational community.
2. Encouragement and discouragement are vital aspects of the one purpose – building up one another (1 Thess 5:9-11).
3. Self-sacrificial love as evidenced in Jesus' life and death must underpin the way in which we seek to build up one another. Placing the interests of others before one's own is an essential aspect of following Jesus.
4. We are free to cast all our concerns on Jesus, for He cares for His people (1 Peter 5:7)
5. Confidentiality, respect for privacy, peacemaking and right motives that issue from the guidelines of scripture are vital. (Eph 4:2-3; Matt 18: 15-17; 1 Cor 6:1-8)

and we recognise:

1. Complaints might address action and inaction.
2. Some complaints are trivial, frivolous, vexatious or not made in good faith.
3. Complaints, compliments and suggestions might involve all areas of school life.
4. There is a need to comply with legal requirements.
5. Transparency, procedural fairness, restorative justice, written records of serious incidents, timely responses and confidentiality are vital aspects.

therefore we will:

1. Encourage and welcome the input and feedback of all NCS community members (staff, students, parents and grandparents) and others.
2. Channel complaints, compliments and suggestions **via the relevant staff member** in the first instance (in person [preferred], by phone, in writing or by email), rather than with other parents or staff members. Child protection, criminal and other serious matters may be raised with the Principal in the first instance. If the matter becomes a conflict, please see “Conflict Resolution” and consider the assistance of a third party.
3. Speak with the **relevant Team Leader or the Principal** if any matter remains unresolved or incomplete after having contacted the person involved. If the unresolved matter involves the Principal, parents should contact the President of the Board.
4. Contact the **President of the Board**, if the matter continues to be unresolved or incomplete and is of a serious nature
5. Raise broader matters with the relevant authority only if unresolved within the school. See the Principal for the phone number or email address of the relevant authority.
6. As they seek to live Christ's story in their lives, staff members will accept and deal with complaints, compliments and suggestions from parents and others with humility, openness and a desire to live in harmony. People will be listened to and thanked for their input. Staff members will be wary of conveying a perception of defensiveness, pride or aloofness. Issues will be thoroughly investigated as needed. Serious matters will be recorded in written format and filed.
7. Not deal with anonymous complaints, compliments and suggestions unless of an important nature and supported by evidence (established by the Principal).
8. Not deal with issues that are considered trivial, frivolous, vexatious or not made in good faith.
9. **Enact procedural fairness. People will be heard** (informed of details; aware of the process by which any matter will be considered; have the opportunity to respond; know how to make any appeal) **and will receive an impartial decision** (unbiased investigation and decision making) **based on facts** (not rumour, innuendo, second hand information, perception or gossip).

Overview of procedure:

