

COMPLAINTS PROCEDURES FOR PARENTS & GUARDIANS

Alta-1 welcomes suggestions and comments from parents /guardians and takes seriously complaints and concerns that may be raised.

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

A complaint may be made if a parent/guardian thinks that the college has:

- Done something wrong
- Failed to do something it should have done, or
- Acted unfairly, unjustly or improperly

A complaint may be made about the college as a whole, about a specific site or about an individual staff member.

It is Alta-1's intent that complaints made by parents will be treated with respect and confidentiality.

"How should I complain?"

Try to resolve any problems yourself with those directly involved. If it is impossible to resolve the conflict, then seek assistance. Take the initiative in talking to those involved. Don't wait for them to come to you.

Members of staff will endeavour to help. They may be able to sort things out quickly with a minimum of fuss. When you contact the college, ask to speak with the person most closely concerned with the issue e.g. Campus Teacher. Be as clear as possible about what is troubling you.

However, you may prefer to take the matter to a more senior member of staff, including the Principal.

"I don't want to complain as such, but something is bothering me"

The college is here for you and your child and we want to hear your views and ideas. Contact a member of staff as described above.

“I am not sure whether to complain or not”

If as a parent/guardian you have concerns, you are entitled to raise them. If in doubt you should contact Alta-1 as we are here to help.

“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.

In many circumstances, the person you contact will need to discuss the matter with a colleague and consider it further before responding. You will be given a date by which time you will receive a response. If a detailed exploration of the issue is needed, a letter or report will be sent to you as quickly as possible. This will tell you of the outcome of your complaint. It will explain the conclusion, the reasons for it, and any action taken or proposed.

“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 Chairman of the Alta-1 Board may also need to be informed. It is the college's intent 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, mandatory reporting is required or it becomes necessary to refer matters to the police.

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

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

“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 Chairman of the Alta- 1 Board. Alternatively, you may wish to write directly to the Chairman. The Chairman will call for a full report from the Principal and will examine matters thoroughly before responding.

This may result in a positive solution, but if it does not, the Chairman will invite you to a meeting. You may wish to be supported by a friend.

If the meeting does not bring about a resolution, the matter would be referred to the full Alta- 1 Board. The Board will look at the issues in an impartial and confidential manner. If you are still unhappy you can request a meeting with an independent mediator.

COMPLAINTS PROCEDURES FOR STUDENTS

If you are attending Alta-1 College and you are unhappy about something then you have the right to raise a concern. To do that you need to contact us so that we can try to put things right as soon as possible.

Here are some steps to follow if you'd like to make a complaint:

1. Talk to someone

The first step in sorting out a problem is to tell someone you know. Most of your problems can be sorted out once they have been shared.

You can talk to any staff member at Alta-1 or if you'd prefer you can speak directly to the Principal, Mr Matthew Vandeppeer. He can help with your issue. His number is 0431 416 488 or email matt.v@alta-1.qld.edu.au or you can see him in person.

We will take your complaint seriously. You may contact us in any way you choose. You have a right to complain in the best way for you: by phone or face to face, text or by email.

Remember that at any time you can have someone you trust to help you make the complaint.

Alta-1 expects staff at all times to conduct themselves in a way that creates an environment of respect, safety and care. If you feel a staff member is not behaving in this way, please share this with another staff member or the Principal.

Once you share your complaint with a staff member, she/he is required to talk with you about the best way to resolve the issue. The staff member will then make sure something happens to resolve the problem. That might mean talking with other staff or the Principal. If you are worried about confidentiality talk it over with the staff member so she/he can let you know exactly who will need to know about the complaint.

If you feel the staff member has not resolved the issue to your satisfaction, you can contact the Principal.

2. Tell the Board Chairperson

If you're not happy about the way your complaint has been dealt with or if you feel you can't speak with a staff member or Principal, you have the right to tell the Alta-1 College Board Chairperson. His name is Glenn Bergsma and you can contact him via email: Chairman@alta-1.wa.edu.au.