



# COMPLAINT MANAGEMENT POLICY

## THE Y SCHOOL

<b>Policy Number</b>	EYC-S-002-POL		
<b>Policy Hierarchy</b>	Operational		
<b>Business Division Owner</b>	Education Youth and Community (EYC)		
<b>Document Owner</b>	EM EYC		
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## VERSION CONTROL

Version	Description of Revision	Date Effective	Approved by
1	Launch Concerns Complaints and Disputes.		CEO
1.1	Y Vocational School changed to Y School Business Division changed to Education Youth and Community Document Owner changed From CEO to EM EYC Document number updated to EYC-S-002-POL	04/04/2025	CEO
2.0	Name changed to Complaint Management Policy. Updated to include steps in complaint management process. CEO to have final resolution choice. Complaints re EP to EM EYC Scope to exclude HR, Criminal, Child Abuse and Violence matters Related documents update. Flow chart added Definitions updated		EYC

## 1. PURPOSE

Every individual has the right to a fair and empathetic response to their concerns. The Y WA values feedback as an essential mechanism for continuously improving the services we offer. We believe that addressing grievances and concerns helps enhance the quality of education, care, and support we provide to students, parents, and the broader community.

The Y WA complaint management process empowers Y People, students and stakeholders to resolve disputes in a timely, constructive, and transparent manner supporting the well-being of all involved. By actively listening and responding to feedback, we aim to foster positive relationships between parents, management, staff, and stakeholders

## 2. SCOPE

2.1 This policy applies to The Y School and staff who may receive, manage, investigate, and respond to concerns, complaints, and disputes raised by students, parents, carers, other stakeholders, and members of the public.

2.2 This policy is one element of the Y WA's Complaint Management framework.

2.3 The following matters are outside of the scope of this policy and should be managed as follows:

- **Child protection concerns or risks of harm to children** – Managed in accordance with the Y WA's Safeguarding Children and Young People Policy and supporting procedures.
- **Staff complaints related to employment** – Addressed under the Staff Grievance Policy and Procedure.
- **Student or staff violence or criminal matters** – Referred to the Principal, Y School, who may involve WA Police and the EM People and Culture as appropriate.
- **Legal matters** – If a matter is the subject of current legal action, it will be resolved through legal processes.
- **Academic matters** – Managed under the *Y Schools Curriculum and Assessment Policy* or *Enrolment Policy*.

2.4 Concerns and complaints may relate to:

- School services and operations.

- Behaviour of staff or students.
- Lack of service that could reasonably be expected.
- Any decision including about support or enrolment

### **3. PRINCIPLES**

The following principles guide the management of all concerns, complaints, and disputes:

1. The Y WA is open and responsive to receiving concerns and complaints from students, parents, extended family, community members, and stakeholders. We view feedback as an opportunity for continuous improvement.
2. All concerns and complaints will be handled fairly, respectfully, and impartially, ensuring:
  - Resolution at the lowest possible level whenever appropriate.
  - Procedural fairness for all parties involved.
  - Confidentiality, to the extent permitted by legislative requirements.
  - Monitoring and evaluation to identify systemic and recurring concerns.
3. Where internal resolution is not possible, complainants will be provided with information about external resolution avenues.
4. The safety and well-being of students is the top priority.
5. Every individual engaging with the school has the right to be treated with respect and courtesy.
6. The complaint management process is clear, accessible, and consistent with other policies and procedures.
7. Complaints lodged by, or involving students, include a plan for appropriate support and involvement.
8. Individuals subject to a complaint have the right to be informed and to respond.
9. Vexatious, trivial, or previously finalised complaints are not pursued after appropriate assessment.
10. Investigations may be conducted with or without the complainant's continued involvement.
11. Outcomes will vary based on the uniqueness of each complaint and what complainants are hoping to achieve.

### **4. DEFINITIONS**

Term	Definition
<b>Complainant</b>	Person or group making a complaint.
<b>Complaint</b>	A complaint is an expression of dissatisfaction with a service, action, or behaviour, or complaint handling process itself, where a response or resolution is explicitly or implicitly expected by the complainant. This may involve seeking a resolution, clarification, or change in practices to ensure satisfaction and improve the service provided.
<b>Concern</b>	A query or comment directed towards the organisation;  An issue raised with the intention of improving a service, policy, or procedure, without necessarily requiring resolution.
<b>Duty of Care</b>	The legal responsibility to protect the safety and wellbeing of others, which includes taking all reasonable steps not to cause foreseeable harm to another person.
<b>Feedback</b>	<ul style="list-style-type: none"> <li>• Process of providing information, comments, or reactions about an action, service, or behaviour to help improve performance, practices, or outcomes.</li> <li>• Can be both positive and constructive, aiming to offer insights that support growth, development, and continuous improvement.</li> <li>• Does not necessarily require a formal response or resolution, and often given in response to a specific action or behaviour, with the intent of guiding or encouraging future actions.</li> </ul>
<b>Parent</b>	<p>For the purposes of this document, "parent" refers to any individual who has legal responsibility for the care and wellbeing of a child or young person. This includes biological parents, legal guardians, step-parents, foster carers, and other individuals who have been formally recognised as carers (such as through a court order or by a relevant child welfare authority).</p> <p>The term "parent" is inclusive of guardians and carers who act in a parental role, whether on a temporary or permanent basis,</p>

	including a guardian or a person with whom the child resides and who has day-to-day care.
<b>Principal</b>	The Executive Principal of the Y School
<b>Resolve</b>	To make a finding about a complaint or make a decision without a finding and communicate that to the person making the complaint. A resolution occurs when the complaint has been managed in accordance with this Policy.

## 5. ROLES AND RESPONSIBILITIES

Role	Responsibilities
<b>CEO</b>	Can choose to review a complaint process at any time.
<b>Head of Campus/ Deputy Principal</b>	Can manage complaints as delegated by Principal. Provide resources for students requiring alternative formats for making complaints.
<b>EM EYC</b>	Manage concerns/complaints either internal or external about the Principal.
<b>Manager HR</b>	Manage staff complaints.
<b>Principal</b>	Encourage prompt resolution of matters at the lowest possible level. Ensure staff are trained in this policy. Oversee policy communication and manage external complaints. Can reject a complaint that is vexatious, trivial, exhausted possibilities for resolution, or that has no substance. Can delegate complaint management.
<b>School Staff</b>	Protect students from reprisals, and threats of reprisals, for making a complaint. Provide guidance, ensure confidentiality, respond to and record concerns in accordance with this policy and <i>Y WA Record Keeping Policy</i> . To operationalise and practice the Y WA Safeguarding of Children and Young People policy, including those additional requirements placed on Mandatory Reporters.
<b>Y WA Board and</b>	Foster a culture of responsiveness to concerns and complaints for service improvement.

<b>Executive Leadership Team</b>	Monitor complaint data.
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## 6. LODGING A COMPLAINT

6.1 Students, parents, extended family, carers, community members, and agency representatives may lodge concerns or complaints.

6.2 Complaint format

A complaint does not have to be submitted in writing. Students can make use of alternative formats with support from the Principal including language assistance and accessibility aids.

6.3 Student complaints will be taken seriously and can be made to anyone in the school the student trusts or feels safe to speak to.

6.4 Complaints from external agencies or funded services will be managed by the Principal in consultation with appropriate internal or external stakeholders where necessary.

6.5 Following 6.2., complaints about the Principal may be lodged with the Executive Manager EYC.

6.6 Staff matters are not handled under this policy and should be referred to the Human Resources Manager at Y WA ([enquiries@ymcawa.org.au](mailto:enquiries@ymcawa.org.au)).

## 7. REFUSAL

7.1 The school has the right to refuse to process complaints that:

- Contain offensive language, threats, or intimidation.
- Are deemed vexatious, trivial, or without substantive merit.
- Have exhausted all complaint avenues or previously finalised.

7.2 Complaints lodged more than 12 months after an incident will only be accepted with valid reason.

## 8. RESOLUTION PROCESS

### Step 1: Speak to the person Involved

A concern or complaint should first be discussed with the involved staff member or student. If the complainant feels comfortable and safe, they should discuss the issue directly with the person involved. If the complainant feels unsafe or requires support, ask a trusted staff member or representative for assistance.

- Further help and support may be found by contacting a staff member you feel comfortable with or contacting The Y School reception (Phone: 08 6234 1173).

### Step 2: Make your complaint

If the issue is still not resolved, lodge your complaint formally by explaining what happened and what resolution you seek. Verbal complaints should be documented by staff, and complainants should confirm the recorded details.

This can be done through:

- A Y School staff member.
- School reception (Phone: 08 6234 1173).
- The Principal (admin@yschools.wa.edu.au).
- The Human Resources Manager at Y WA (enquiries@ymcawa.org.au).

Written complaints outside this policy's scope will be redirected within three working days.

### Step 3: Notification and response

The individual subject to the complaint will be informed and provided an opportunity to respond. They will have a chance to present their perspective, and where possible, resolve the matter.

### Step 4: Investigation and resolution

If necessary, an investigation will be conducted, by the Principal or delegate, ensuring fairness for all parties involved. The school will aim to resolve the complaint promptly and will communicate the outcome in writing. While the complainant will be notified of the resolution, The Y WA retains ownership of the process. In some cases, the complainant may not be privy to all details regarding how the issue was handled.

### Step 5: Escalation

If the complaint remains unsatisfied within 10 days of receiving a response, or the matter is unresolved within 21 days of receipt, it may be escalated to the Executive Manager EYC for resolution under this policy.

## 9. DISPUTES

If a complainant remains dissatisfied, they have the right to appeal to the Y WA Chief Executive Officer in writing within ten (10) days of receiving the complaint outcome. The Director General of the Department of Education oversees compliance with registration standards, including complaints handling. Any student, parent, or community member may contact the Director General if concerns persist.

## 10. ANALYSIS

Complaints, concerns and safety incidents are analysed by the Principal and the Y WA Management team to identify causes and systemic failures to inform continuous improvement.

The Y WA reports on the findings of relevant reviews to Y People, and students.

## 11. RELATED DOCUMENTS

<b>Legislation and Standards</b>
Registration Standards for Non-Government Schools 2020
Guide to the Registration Standards and Other Requirements for Non-Government Schools 2024
Guide to the registration standards and other requirements for non-government schools effective 1 January 2024 Standard 9 Complaints
AS 10002:2022, Guidelines for complaint management in organizations (ISO 10002:2018, NEQ)

<b>Supporting Policies and Procedures</b>
Safeguarding Children and Young People Policy
Y WA Staff Code of Conduct

Y School Policies
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## 12. CONSIDERATIONS

The Australian Human Rights Commission <a href="#">Disability Standards for Education 2005 (Cth)</a>
The Commissioner for Children and Young People WA
The Equal Opportunity Commission <a href="#">Equal Opportunity Act 1984 (WA)</a>
The Information Commissioner
The Teacher Registration Board <a href="#">Teacher Registration Act 2012</a>
The WA Police Force
Worksafe.

## 13. FEEDBACK

Direct feedback on this policy to the Principal Y School.

## ATTACHMENT 1:

### QUICK REFERENCE COMPLAINT TYPES AND HANDLING PATHWAYS

Complaint Type	Initial Point of Contact	Responsible Person/Team	Policy/Procedure Reference
Concern about a staff member or student	Trusted staff member / Principal	Principal	Complaint Management Policy – Step 1 & 2
Complaint about Principal	Executive Manager EYC	EM EYC	Complaint Management Policy – Section 6.4
School operations or general service complaint	Reception / School Admin	Principal	Complaint Management Policy – Section 6.1
Feedback or minor concerns not requiring formal resolution	Any school staff	Staff member / Principal	Complaint Management Policy – Definition of “Feedback”
Staff grievances or employment-related complaints	Not covered under this policy	Manager, Human Resources	Y WA Staff Grievance Policy and Procedure
Child safety or protection concerns	Any staff member (must report immediately)	Principal / Safeguarding Lead / Mandatory Reporter	Safeguarding Children and Young People Policy
Student behaviour or discipline concerns	teacher or Principal	Principal	Y School Behaviour and Wellbeing Policy (if applicable)
Curriculum, academic, or enrolment decisions	teacher or Principal	Principal	Curriculum and Assessment Policy / Enrolment Policy

Complaint Type	Initial Point of Contact	Responsible Person/Team	Policy/Procedure Reference
External agency or funded service complaints	Principal	Principal in consultation with relevant parties	Complaint Management Policy – Section 6.4
Criminal matters or violence (staff or student)	Principal	WA Police / EM People and Culture	Referred outside scope – Complaint Management Policy – Section 2.3
Legal matters (subject of legal proceedings)	Legal or Principal	Managed externally	Complaint Management Policy – Section 2.3
Complaint escalation (unresolved after internal steps)	Executive Manager EYC	EM EYC	Complaint Management Policy – Step 5 / Section 8
Final dispute appeal	CEO of Y WA	CEO	Complaint Management Policy – Section 9
Regulatory or compliance complaint	Department of Education Director General	External	

# What happens when you raise a complaint, a concern or provide feedback at the Y

You can write it down, send a text, call someone, send an email or talk to someone you trust at the Y.

After you have told us about it:

- 1** We will follow up with you and may ask you for more information about the complaint, concern or feedback.
- 2** We may need to report this to other outside people, e.g. such as police, other regulatory bodies etc.
- 3** We will look more closely at the information provided.
- 4** While we are unable to tell you the details of any investigation, we will explain to you the steps we have taken to fix the problem.

Allison Ross is our Child Protection Officer. She is happy to speak to you anytime.

Her contact details are:

Direct (08) 9473 8432 | Mobile 0499 868 101 | Email [allison.ross@ymcawa.org.au](mailto:allison.ross@ymcawa.org.au)

The Y WA Head Office - 201 Star Street, Welshpool

Appendix 3: Flow Chart

