

# COMPLAINTS and GRIEVANCE POLICY and

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# Complaints and Grievance Policy and Procedures

## 1. PURPOSE

- (5)-8 1.1 The Complaints and Grievance Policy and Procedures document is intended to be provided to stakeholders of Assyrian Christian Schools (ACS) to provide a mechanism for identifying complaints and/or grievances about [redacted] [(C)5 (o)0.7 (m)5.3 (p)0.7 (l)1 (a)5.7 (i).ro9 -1.157 ao[ (e3.2 (n)-3d [(m)).2A0

## 7. PROCEDURES IN ADDRESSING

## Step 1 - Process for the Handling of Complaints and Grievances

7.6 Complaints and grievances should be investigated within 7 working days.

7.7 Where, in the professional judgement of the designated investigating staff member who has received the complaint, the staff member or student concerned may be informed and involved, depending on the issue raised, to ensure both sides of the issue are investigated fairly.

7.8 The staff member or student concerned may be informed and involved, depending on the issue raised, to ensure both sides of the issue are investigated fairly.

## Confidentiality

- 7.20 Confidentiality is a major issue in the handling of complaints and grievances. Confidentiality shall be maintained at all stages of the procedure with communication limited to those people who need to be informed in order to resolve the complaint or grievance.
- 7.21 The identity of the person reporting the matter must not be revealed to any person without that person's knowledge and consent, unless it is required to be disclosed by law.

## Record Keeping

- 7.22 All complaints or grievances should be documented by the staff member responsible for the investigation. Records of the process for handling the complaint and any outcomes should be kept by the investigating/designated staff member.
- 7.23 Documentation should include (but is limited to)
- 7.23.1 Name/s of people involved in the process
  - 7.23.2 A record of each step of the process
  - 7.23.3 Each recorded entry to be dated by each

## 8. APPENDIX 1

General Principles of Complaints

Dealing with Complaints – Initial concerns

1. Senior