

Complaint and Feedback Handling



1 Purpose

This document defines how complaints and feedback can be made to St John's Grammar. We are committed to meeting our core values of community, creativity, innovation, achievement and empowerment as well as to meet our legal obligation with the following legislation:

- Equal Opportunity Act 1984 (SA).
- Disability Inclusion Act 2018 (SA).
- Australian Human Rights Commission Act 1986 (Cth) (AHRC Act).
- Children and Young People (Safety) Act 2017 (SA).
- Children and Young People (Safety) Regulations 2017.
- Criminal Law Consolidation Act 1935 (SA).
- Work Health and Safety Act 2012 (SA).
- Privacy Act 1988.

This document has been written to align with the National Principles for Child Safe Organisations, National Principle 6.

2 Scope

This document applies to:

- All St John's Grammar employees, contractors, volunteers and work placement students.
- All third-party providers, visitors and users of our site and services.
- All members of St John's Grammar Governing Board and sub-committees.
- All Students enrolled at the school.
- All community members and public.

3 Definitions

Term	Definition
Concern	any potential issue that could impact negatively of the safety and well-being of children.
Complaint	expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required. For example: • Dissatisfaction with our service's dealings. • Breaches of our Child Safe Code of Conduct and/or unacceptable behaviour. • Conduct not in keeping with our policies and procedures.

	• Incidents, disclosures and/or suspicions of harm or risk of harm to a child, including child exploitation or grooming (online and in-person) of a child. • Allegations of a child exhibiting harmful sexual behaviour. • Corruption, maladministration, waste of resources. • Bullying, discrimination, harassment. • Criminal conduct. • Risks that are present in our service's environment (both online and physical) and activities. • Inadequate working conditions for staff, students and volunteers.
Harmful sexual behaviours'	a general term to describe behaviour in children under 18 years that fall across a spectrum of sexual behaviour problems, including those that are problematic to the child's own development, as well as those that are coercive, sexually aggressive and predatory towards others.
Feedback	Information received by St John's Grammar in reaction to a product, services, a person's performance or a process which is used as a basis for improvement.
Appeal	Formal request by complainant for review of the outcome of a complaint investigation.
Decision	The result of a review/investigation of a complaint or appeal.
Responsible Person	Person within St John's Grammar responsible for managing a complaint.

4 Introduction

We are committed to ensuring complaints are dealt with in a timely, transparent, professional, confidential, thorough and impartial manner, and that affected parties are advised of the outcome and their rights of appeal. We are also committed to ensuring our process is child-focussed and accessible.

5 Making a Complaint or Feedback

Anyone can raise a complaint or feedback, and we encourage children, families, community members and staff to raise any concerns or complaints they have.

Anonymous complaints can be made via our [Complaint and Feedback Form](#) however, our ability to investigate them may be limited as a result.

Complaints and Feedback can be made in any way that feels comfortable - for example, over the telephone, by email, in person via the Complaint and Feedback Form. We will facilitate different ways of making complaints for people who have diverse backgrounds or needs for support. This means you can ask anyone at our school for help to make a complaint.

In the first instance you can raise your complaint directly with the person concerned. We encourage both parties to try and resolve the issue and develop solutions to ensure the problem does not happen again.

Discussions should remain private, confidential, respectful and open-minded. They should not involve other staff unless required or visitors (e.g., parents) and should take place away from children.

Complaints that cannot be resolved directly with the person concerned (for whatever reason) can be raised directly (or indirectly through another member of staff) with a more senior staff member, the nominated supervisor or via [Complaint and Feedback Form](#).

Complaints that relate to the harm or risk of harm to a child, should be reported to Child Abuse Reporting Line or the police, and St John's Child Safety Officer. Any or criminal or unlawful activity can be reported via the Complaint and Feedback Form.

Whistleblowers can contact the confidential whistleblower officer via **Insert form**.

Note: All complaints regardless how they are received shall be logged in our Complaint and Feedback Management System. If it is identified that the complaint is in relation to harm or the risk of harm to a child or young person, we will follow our Child and Young Protection Policy and Procedure.

When lodging a complaint or feedback we encourage you to provide as much detail as possible and any supporting evidence to help us with our internal investigation.

We will attempt to acknowledge the complaint or feedback within 24-48 hours of receiving it. Upon receipt of your complaint or feedback a Responsible Person will be assigned to manage the complaint. The Responsible Person will manage and investigate the complaint through to completion.

6 Investigation

During the investigation the Responsible Person will conduct the assessment in a professional, fair and transparent manner.

If the complaint is from an overseas student, they will have an opportunity to present their case and can be accompanied and assisted by a support person if needed.

Once a decision on the complaint is received the Responsible Person will advise you of the outcome. This may be done by phone, in person or in writing - whichever is the most appropriate method. All complaints outcomes regarding overseas students must be in writing and given to the student. In addition, this written outcome must be kept on the student's file. If you are dissatisfied with the outcome of the complaint investigation and decision, you can request an appeal of outcome.

Submission, investigation, and the decision on complaints shall not result in any discrimination against the Complainant by St John's Grammar.

7 Appeals

If you are dissatisfied with the outcome of the complaint, appeals can be made to St John's Grammar by contacting the Responsible Person and provide in writing the following:

- The nature of the appeal.
- Evidence to support the appeal.

The Responsible Person will forward the appeal request to the Principal, Business Director or Delegate.

We will respond in writing acknowledging receipt of your appeal and arrange an independent review of your appeal. The review will include:

- Interviewing relevant stakeholders.
- Reviewing all relevant documentation.
- Considering information provided by the person making the appeal.
- Considering any other relevant requirements, e.g. Legislation, governing bodies.

If your appeal is regarding our decision to cancel an overseas student enrolment, we cannot notify the international Student Management System (PRISMS) nor report unsatisfactory course progress or attendance until we have completed our review of the appeal.

St John's must wait for the internal complaints process to be completed before they can proceed the appeal process.

Once the review is completed, the person conducting the appeal will notify you in writing of the outcome of the appeal within 10 days. Appeal decisions are considered final by St John's Grammar.

If you are not satisfied with the outcome of the appeal, you have the right to contact the relevant accreditation body.

Submission, investigation and the decision on appeals shall not result in any discrimination against the Appellant by St John's Grammar.

8 Overseas Students

If an overseas student wishes to appeal via an external provider, they can contact [Commonwealth Ombudsman](#).

Note: the purpose of the external appeals process is to consider whether the St John's Grammar has followed its policies and procedures, rather than make a decision in place of the institution.

We can only report to PRISMS for unsatisfactory course progress or attendance after:

- the internal and external complaints processes have been completed, and the breach has been upheld.
- the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period.
- the overseas student has chosen not to access the external complaints and appeals process.
- the overseas student withdraws from the internal or external appeals process, by notifying the registered provider in writing.

When an external appeals process has been completed, must immediately implement the decision or recommendations and/or take the preventative or corrective action required by the outcomes of the external complaints handling or appeals process, and notify the overseas student of the outcome.

You can access multiple external appeals if you are not satisfied with the outcome from us or the initial external provider, however we are not obligated to assist in finding another external appeals provider.

Version History

Version No.	Description of Changes	Effective Date
V1.0	New Procedure written to clearly document and define how to complaint, feedback and appeal are managed at the school written in line with National Principle 6 and other legislative requirements.	11/09/2025

