



Complaints Procedure

Efficacy Date: October 2023

Craig Sandwell, Deputy Headmaster – Policy and Strategy

In any community of people, it is foreseeable that there will be disputes.

To the extent that the School is involved, boys, parents/guardians, community members and staff have the right to have grievances dealt with in a fair manner.

When decisions are made relating to disciplinary action, members of the School community have the right of appeal if they believe that they have been wrongly or inadequately dealt with. Students, parents/guardians, community members and staff may have an advocate, or a support person present when they discuss their grievance.

For further details, complaints about misconduct or reportable conduct by a member of staff, investigations and avenues of appeal, students, parents/guardians, community members and staff are directed to;

- ▲ [The Complaint Investigation Process for Alleged Misconduct or Reportable Conduct by a Member of Staff](#)
- ▲ [The School's Child Protection Policy](#)

1. Student grievances with other students

- 1.1 If a boy has a grievance with the way he has been dealt with by other boys, he may:
 - 1.1.1 Ask his class teacher (for students at the Preparatory or Junior Schools), his Tutor, Housemaster or Middle School Housemaster (for students of the Middle and Senior Schools) to help him resolve the grievance.
- 1.2 If the grievance is not resolved, he may take the matter to the, Head of the Preparatory School, the Head of the Junior School, the Head of the Middle School or the Head of the Senior School or their Deputy Masters.

2. Student grievance with a staff member or school process

- 2.1 When a student has a grievance with a teacher or a school process he may take the following steps:
 - 2.1.1 Discuss the matter with his class teacher (for students at the Preparatory or Junior Schools), his Tutor, Housemaster or Middle School Housemaster (for students of the Middle and Senior Schools). If the boy and the teacher he has consulted believe it is appropriate, one or both of them may discuss the matter with the teacher who is the subject of the complaint;
 - 2.1.2 Take the matter to the Head of the Preparatory School, the Head of the Junior School, the Head of the Middle School or the Head of the Senior School or their Deputy Masters.

- 2.1.3 Take the matter to the Director of Curriculum, the Director of the International Baccalaureate or Deputy Headmaster-Academic if the complaint is an academic grievance;
- 2.1.4 Appeal to the Deputy Headmasters or Headmaster.
- 2.2 In the situation where the grievance is against the Headmaster, the final avenue of appeal will be with the Chairman of School Council.

3. Overseas Student grievance with a staff member or school process

- 3.1 When an overseas student has a grievance with a teacher or a school process he may take the following steps:
 - 3.1.1 Discuss the matter with his class teacher (for students at the Preparatory or Junior Schools), his Tutor, Housemaster or Middle School Housemaster (for students of the Middle and Senior Schools). The matter may be resolved at this level or be escalated to the appropriate staff member;
 - 3.1.2 Take the matter to the Head of the Preparatory School, the Head of the Junior School, the Head of the Middle School or the Head of the Senior School or their Deputy Master if the complaint is about pastoral, discipline or school process issues;
 - 3.1.3 Take the matter to the Director of Curriculum, the Director of the International Baccalaureate or the Deputy Headmaster-Academic if the complaint is an academic grievance;
 - 3.1.4 Formal complaints can be made in writing to the Deputy Headmaster - Summer Hill as the designated contact for Overseas Students who will; assess the complaint within a reasonable time (10 Working Days), allow the student to formally present their issue, conduct a professional fair and transparent review, provide a written outcome of the review, and keep a record of the review and outcome on the student's file;
 - 3.1.5 If the student is unsatisfied with the outcome of the above process a final appeal can be made to the Headmaster.
- 3.2 If the overseas student is not successful in the complaints handling and appeals process, the School will advise the overseas student within 10 working days of concluding the review of the overseas student's right to access external complaints handling and appeals process at no cost. The School will give the overseas student the contact details of the appropriate complaints handling and external appeals body.
- 3.3 If the internal or any external complaints handling or appeal process results in a decision or recommendation in favour of the overseas student, the School will immediately implement the decision or recommendation and/or take the preventative or corrective action required by the decision and advise the student of that action.

4. Parents/guardians or community member grievance with a student, staff member or school process

- 4.1 Parents/guardians or community members must not approach any student of the School to resolve a grievance
- 4.2 When a parent/guardian has a grievance with a student or staff member or school process, the parent may take the following steps:



- 4.2.1 Ask the student's class teacher (for boys at the Preparatory or Junior Schools), Housemaster or Middle School Housemaster (for students of the Middle and Senior Schools) to help resolve the grievance;
 - 4.2.2 Take the matter to the Head of the Preparatory School, the Head of the Junior School, the Head of the Middle School or the Head of the Senior School or their Deputy Masters;
 - 4.2.3 Take the matter to the Director of Curriculum, the Director of the International Baccalaureate or the Academic Dean if the complaint is an academic grievance.
 - 4.2.4 Appeal to the Deputy Headmasters or Headmaster.
- 4.3 When a community member has a grievance with the school it should be communicated via the feedback email noted on the school's website, www.trinity.nsw.edu.au or in writing to the Headmaster's office.
 - 4.4 In the event the grievance is against the Headmaster, the complaint will be made to the Chairman of School Council.

