Purpose
All Saints’ College recognises that, from time to time, real or perceived issues of concern may arise in any community. As part of our commitment to continuous improvement, this policy aims to provide members of the College community, and all other interested parties, with an avenue in which to bring concerns, comments, or grievances to the College’s notice so that the matters can be appropriately addressed.

Scope
This process applies to all persons who wish to bring concerns, comments or grievances to the College’s notice (excluding employees of the College, who have an internal process to follow).

Defining a grievance
A grievance can relate to anything associated with the College (its employees, students, infrastructure, grounds, processes or all acts or omissions that are believed to be unlawful, unfair, or contrary to existing policy). There are several avenues that can be taken to address a concern or resolve a grievance, depending upon the nature of the matter.

Comments or grievances about financial matters, grounds or infrastructure
All comments or grievances associated with the College’s financial matters (inclusive of fees and charges), grounds, or any of the College’s infrastructure can be directed to the Director of Business and Administration, Mr David Kerr, who can be contacted via Senior School Reception on 9313 9333.

In the event that the matter is not resolved to your satisfaction, you may refer the matter to the Principal, as per Option 4 of this policy.

Comments or grievances about students
All comments or grievances associated with the conduct of any ASC student can be directed to the College’s Dean of Student Wellbeing, Mr Steven Davies, who can be contacted via Senior School Reception on 9313 9333. The Dean may either manage the matter himself or, depending on the circumstances, delegate the matter to the respective Head of House.

In the event that the matter is not resolved to your satisfaction, you may refer the matter to the Principal, as per Option 4 of this policy.
Comments or grievances about curriculum

All comments or grievances associated with the College’s curriculum can be directed to the College’s Dean of Teaching and Learning, Ms Esther Hill, who can be contacted via Senior School Reception on 9313 9333. The Dean may either manage the matter herself or, depending on the circumstances, delegate the matter to the respective Head of Department.

In the event that the matter is not resolved to your satisfaction, you may refer the matter to the Principal, as per Option 4 of this policy.

Comments or grievances about College staff

Option 1: Speak to the person involved
This is usually the easiest way of resolving an issue, if you feel comfortable speaking to the person directly. It is possible that the person who is the subject of the concern is not aware that their behaviour, actions or decision has caused concern and, by discussing the issue, they will not only be made aware of the situation, but will also have the opportunity to address the issues or respond to the concern.

Persons wishing to speak with a member of staff can either:

- telephone Senior School Reception on 9313 9333 and ask to be transferred to the staff member;
- telephone Junior School Reception on 9313 9334 and ask to be transferred to the staff member;
- send an email to the staff member. Email addresses are comprised of the staff member’s Christian name, surname (with a full stop between the two names), followed by @allsaints.wa.edu.au; or
- send an email via the ‘Contact Us’ form, requesting contact from the staff member.

Issues can either be discussed on the telephone, via email or you may request a meeting with the staff member.

Option 2: Speak to the person’s supervisor
If you are not satisfied with the result of Option 1, you may like to speak to the staff member’s supervisor. (Alternatively, if the matter concerns the behaviour or performance of a staff member, you may choose to refer the issue to the staff member’s supervisor in the first instance.) If the issue is not resolved to your satisfaction, the issue may progress to Option 3.

Option 3: Speak to a member of the College’s Leadership Team
If you are not satisfied with the result of Option 2, you may like to speak to a member of the Leadership Team, who may then arrange to meet with you to discuss the matter. The member of the Leadership Team may refer the matter to the Principal for determination.

Option 4: Determination by the Principal
The Principal will review all information that has been gathered to date, and may then meet with you to discuss the matter. The Principal will then make a decision on the balance of probabilities by assessing all the evidence, and ensuring the principles of natural justice have been adhered to. The Principal’s decision is final, and there are no other avenues of appeal.
Option 5: Contact with the Chair of the Board

The College Board is responsible for matters of governance, rather than the operational matters of the College. However, should you have need to contact the Chair of the Board you can do so by writing to the following address:

The Chair of the Board (private and confidential)
All Saints’ College
Ewing Avenue
BULL CREEK 6149

The College will forward the correspondence to the Chair of the Board who will respond as appropriate.

Other comments or grievances

Anyone wishing to make a comment or grievance about an issue that has not been described in this policy may wish to utilise the ‘Contact Us’ facility on our website, and the matter will be forwarded to the most appropriate person for attention.

The College will acknowledge all comments or grievances within one working day, and will endeavour to resolve grievances within 10 working days during term time.
Complaints and grievance flow chart

1. Communicate directly with Staff
   - RESOLVED
     - YES
     - NO

2. Communicate with Staff Member's Supervisor
   - RESOLVED
     - YES
     - NO

3. Communicate with Member of the Leadership Team
   - RESOLVED
     - YES
     - NO

4. Communicate with Principal
   - RESOLVED
     - YES
     - NO

5. Matter closed unless complaint concerns Principal
   - RESOLVED
     - YES
     - NO

6. Communicate with Chair of the Board
   - RESOLVED
     - Y/N
     - Matter Closed