



## **Complaint Handling Policy**

Sydney Grammar School welcomes feedback from all members of the School's community and takes seriously all complaints or concerns that may be raised. This Complaint Handling Policy is designed to assist you to understand how to raise concerns about some aspect of the School's operations.

The School's community includes:

- Pupils and their parents
- Staff
- Former pupils of the School
- The immediate communities within which the School's premises are located
- The communities of other schools that interact with the School
- Organisations that interact with the School
- Members of the public who come into contact with the staff and pupils of the School in public locations

### **What is a Complaint?**

A complaint is an expression of dissatisfaction made to Sydney Grammar School about some aspect of the School's operations, or about the complaints handling process itself, where a response or resolution is explicitly or implicitly expected.

### **Sydney Grammar School's Commitment**

Sydney Grammar School is committed to providing a safe environment in which boys can develop intellectually, emotionally and socially. The School recognises the primary responsibility of parents for their sons, and is committed to working with them. If concerns arise, parents should not hesitate to raise any matters which they think are or may be relevant to their own son so that the situation can be fully discussed at the earliest possible stage.

The School aims to handle complaints in an efficient, fair, and timely manner. The review of complaints received and the implementation of remedial action, where deficiencies are identified, are key to the School's commitment.

The School recognises that its complaints handling procedures must be fair to the complainant as well as the person about whom the complaint is made. Accordingly, the School will:

- acknowledge receipt of a complaint;
- treat people with sensitivity, respect and courtesy;
- investigate matters impartially and fairly, and with due regard to the welfare of the pupils and staff at the School;

- provide a response in a timely fashion, or provide interim information if a response is not yet available;
- provide clear reasons as to why any actions have been taken or are proposed to be taken;
- observe due requirements of confidentiality and privacy;
- monitor the effectiveness of outcomes.

### **How Do I Make a Complaint?**

Most concerns should be raised in the first instance with the member of the School's staff with primary responsibility for a boy's pastoral care. At College St, this will be the boy's Tutor or Housemaster. At Edgecliff, this will be the boy's Class Teacher. At St Ives, this will be the boy's Form Master.

More serious matters should be raised immediately with a senior member of staff. At College St, this may be the Deputy Headmaster, the Deputy Headmaster (Academic), the College St Senior Master, or the Headmaster. At Edgecliff, this may be the Deputy Headmaster, the Director of Studies, the Director of Pastoral Care and Well-being, the Director of Sport and Co-curricular, or the Headmaster. At St Ives, this may be the Senior Deputy Headmaster (Years 5 and 6), Deputy Headmaster (Years 3 and 4) and Preschool to Year 2 Director, or the Headmaster.

At College St, contact with the School may be made by:

- Telephoning or sending an email to a boy's tutor or Housemaster.
- Telephoning or sending an email to the Deputy Headmaster or the Deputy Headmaster (Academic).
- Sending an email to the School at [webmail@sydgram.nsw.edu.au](mailto:webmail@sydgram.nsw.edu.au).
- Telephoning the School or writing to the School addressed to the Headmaster.

At Edgecliff, contact with the School may be made by:

- Sending an email to a boy's Class Teacher via the School Office.
- Telephoning or sending an email to the Deputy Headmaster, the Director of Studies, the Director of Pastoral Care and Well-being, or the Director of Sport and Co-curricular.
- Sending an email to the School at [edgecliff@sydgram.nsw.edu.au](mailto:edgecliff@sydgram.nsw.edu.au).
- Telephoning the School or writing to the School addressed to the Headmaster.

At St Ives, contact with the School may be made by:

- Sending an email to a boy's Form Master or a note through the diary.
- Telephoning or sending an email to the to the Senior Deputy Headmaster, Deputy Headmaster or P-2 Director.
- Sending an email to the School at [stives@sydgram.nsw.edu.au](mailto:stives@sydgram.nsw.edu.au).
- Telephoning the School or writing to the School addressed to the Headmaster.

### **Complaints of Staff Misconduct (including Allegations of Reportable Conduct)**

The most serious matters, including allegations of staff misconduct or reportable conduct, should be raised directly with the Headmaster, or the Preparatory School Headmasters, or, if the matter involves the Headmaster, the Chairman of the Board of Trustees.

Staff misconduct includes (but is not limited to) reportable conduct, allegations of which must be reported to the Office of the Children's Guardian. In this context the term "allegation" encompasses concerns and expressions of suspicion, and this need not come from a pupil or child who is allegedly a victim or that child's parents. Reportable conduct includes sexual misconduct towards a child (including assault, sexual touching, other sexual conduct and grooming), physical assault of a child, neglect of a child (e.g. failure to attend appropriately to a sick or injured child), causing psychological harm (e.g. by ongoing bullying) and ill-treatment (e.g. by locking up a child as a punishment), failure to prevent child abuse, and failure to report child abuse. Further material on what is reportable conduct is available in the School's Child Protection Policy.

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