



# COMPLAINTS AND APPEALS POLICY

At Thornlie Senior High School (SHS) we are committed to providing a pleasant and safe work environment for all employees, students and visitors. We acknowledge, however, that things do not always go smoothly and that employees and students can sometimes feel aggrieved about things that are happening. An employee may have a complaint and/or Appeal about a decision, behaviour, act or omission (whether by management or other staff) that they feel is unfair, discriminatory or unjustified; and a student may have a complaint and/or appeal about information or service with which they have been provided.

The Complaints and Appeals Procedure provides a process by which an employee or student may have their complaint and/or appeal addressed.

### *Key elements of the Complaints and Appeals handling procedure*

The following are the key elements of the Thornlie SHS Complaints and Appeals handling procedure:

- *Impartiality* – If a complaint and/or appeals made, it will be investigated in a fair and impartial manner. No judgements or assumptions will be made and no action will be taken until the investigation is complete. If a complaint is made against an employee, their rights will be protected and they will be given an opportunity to give their side of the story.
- *Confidentiality* – The complainant and/or appeal may feel secure that Thornlie SHS will maintain the level of confidentiality that the complainant requires.
- *Victimisation* – Management will make every endeavour to ensure that a complainant is not victimised in any way. If any form of victimisation does occur, appropriate action will be taken.
- *Timeliness* – Each complaint and/or appeal will be dealt with immediately and finalised within as short a time period as possible. Every endeavour will be made to ensure that all complaints are finalised within two weeks. Where, due to circumstances out of Thornlie SHS control, the process exceeds 60 days all persons involved in the investigation will be notified including a revised outcome date.

*Date:* .....

*Chief Executive Officer Name:* .....

*Chief Executive Officer  
Signature:* .....

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<i>Version</i>	1	<i>Revision Dates</i>	1 <sup>st</sup> Issue 01/12/2016	2 <sup>nd</sup> Issue 2/2/2018	3 <sup>rd</sup> Issue 2/2/2021	



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