

# Alkimos Baptist College



## Complaints Procedure for Families attending Alkimos Baptist College

Alkimos Baptist College is a community and as such, there will be times when parents will wish to make suggestions, may have a complaint or raise a concern that needs addressing. Alkimos Baptist College takes these issues seriously and welcomes such feedback. The Complaints System is outlined briefly below to assist families should such a need occur. Please remember it is our policy that we wish to deal with issues sooner rather than later.

A complaint will be treated as an expression of genuine dissatisfaction that needs a response.

Alkimos Baptist College wishes to ensure that:

- Parents have an understanding of how to make a complaint should the need or situation arise
- Alkimos Baptist College responds within a reasonable time frame and in a courteous and efficient manner
- Parents understand that they are listened to and that complaints are viewed seriously
- Action is taken where appropriate

*“How should I complain?”*

When you contact the College, please be as clear as possible about what is troubling you.

Staff members at the Alkimos Baptist College will be happy to help. It may be best to start with the person most closely concerned with the issue – for example, the relevant Coordinator. They may be able to sort things out quickly, with little fuss. A phone call is the quickest means of contact or a letter is also appropriate. However you may feel the issue needs to go to a senior staff member such as the Principal.

*“I don’t want to complain as such, but there is something bothering me.”*

Alkimos Baptist College staff are working towards the same purpose as yourself – the education and well-being of your child. Staff want to hear your views and ideas. Contact a staff member, as above.

*“I am not sure whether to complain or not.”*

If you have a concern, as a parent you are entitled to raise it with the College. If in doubt, remember we are here to help. Sometimes it is reassuring just to talk your concerns through with someone.

*“What will happen next?”*

If you raise something on the phone or in person, it may be resolved immediately and to your satisfaction.

If you forward a complaint or suggestion in writing, the College will contact you within 2 working days to respond to your concerns and explain how the matter will proceed. In many cases the person will need to discuss the matter with a colleague and will consider it further before responding. You will be given a date by which time you will be given a response. If a detailed explanation of the issue is needed, a letter or report will be sent to you as quickly as possible. This letter will inform you of the outcome of the complaint. It will explain the conclusion, the reasons for it and any action taken or proposed.

*“What happens about confidentiality?”*

Your complaint or concern will be treated as confidential and treated with respect. Knowledge of the issue will remain limited to the Principal and to those directly involved. The Chairman of the College Board may also need to be informed in some matters. It is a College policy that complaints made by parents should not rebound adversely on their children.

We cannot entirely rule out the need to make third parties outside the College aware of a complaint and possibly also the identities of those involved. This would only happen in a case where the child’s safety is at risk or where it became necessary to refer a matter to the police or comply with mandatory reporting of sexual abuse. Parents would be advised accordingly to the nature of the incident and the individual circumstances.

*“What if I am not satisfied with the outcome?”*

We hope that you are satisfied with the outcome, or at least your concerns have been heard and fully considered.

If you are not satisfied, the Principal will offer to refer the matter to the Chairperson of the College Board. Alternatively you may wish to write directly to the Chairperson. The Chairperson will call for a full report from the Principal and will examine matters thoroughly within the Board before responding. The decision of the Board will be conveyed to you.

If the complaint is about the Principal, you are welcome to ring or write to the Principal. If you find that too difficult you can write directly to the Chairperson of the Board and address the letter as confidential. The Chairperson will acknowledge the letter and seek to resolve the problem through the Board. The Chairperson will then get in touch with you as soon as possible.

*If the family is still unhappy with the Board decision, a review will be held by an independent person in the College community.*

Should you wish to discuss any aspect of this Complaints Procedure, please do not hesitate to contact the College.

Kieran Graham  
College Principal

# **Alkimos Baptist College**

# Complaint Procedure for Students

*Any Problems, Complaints or Suggestions?*

**If so the College would like to hear.**

*How do I make a complaint?*

- By talking about it – or by writing it down if you find that easier.
- You can do it by yourself, or as part of a group, or through your parents.

*To Whom?*

- To anyone on staff.

*Does it matter what the issue is?*

- No, it can be a big problem or a small one. By discussing it, you may come up with some positive ideas.

*What will happen next?*

- If possible the staff member will deal with it in person. If not s/he will go on your behalf to someone who can help.

*Do others have to know?*

- If you are worried about confidentiality, tell the staff – they will understand.

**Even if you find the issue hurtful or embarrassing, don't worry – it will only be discussed by staff who can help you.**

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## Complaint Procedure Flow Chart

