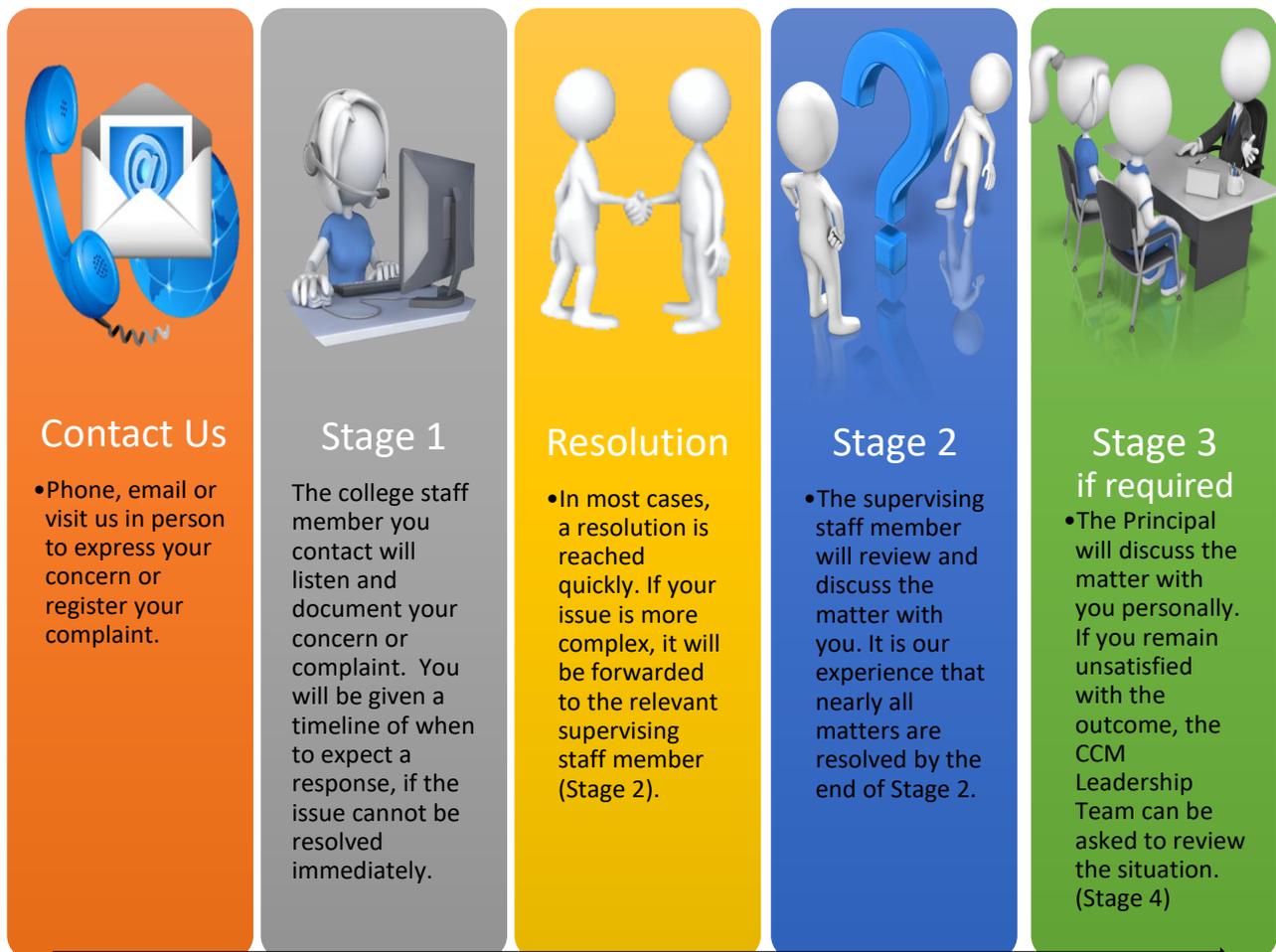


Complaints process for Cornerstone community members – 8 December 2019

Our staff work hard to provide high-quality service and present a positive atmosphere within the College. However, we know that sometimes things don't always work out the way they should. In situations where issues arise that impact you or disappoint you, please contact us with your concern or complaint.

The complaints process helps us focus on your issue in a constructive manner. It is important to follow the set process to seek solutions and productive outcomes. Following the complaints process helps prevent negative unplanned and unproductive alternatives (e.g. threats, defamation, breaching privacy) that result in making the matter worse, more complicated to work through, and that lead to a breakdown of our working relationship. Working through issues in the right way not only helps in your situation but helps us improve the College for everyone.



Stage 1: Expressing your concern or complaint

Communicate your concern or complaint with our College reception staff by visiting or phoning us in the reception area of the administration building. You may also write (email or letter) to us with your complaint.

Once a complaint is received, we will follow the process set out in this document. All complaints, no matter who they are initially addressed to, are dealt with in a manner that enables the College staff to work through the matter with due process.

Liaising with our College reception staff enables community members (e.g. parents) to connect and share their concerns in a supportive manner. Staff can organise suitable times for follow up communication including arranging meetings where required.

Our College reception staff will endeavour to collect the main information from you. It is important that you remember to:

- Be clear about the issue you want resolved.
- Focus on the things that are genuinely affecting you or your child.
- Remain calm and remember you may not have all the facts relating to the issue.
- Consider what would be an acceptable outcome for you and your child.

Depending on the nature of the concern or complaint, our College reception staff may:

- Resolve your issue immediately.
- Contact you back after finding out more information.
- Arrange the appropriate staff member to contact you at an agreed suitable time.
- Make arrangements for your complaint to be fully documented due to its serious or complex nature (see Stage 2).

Most issues are resolved at Stage 1. For those that cannot and for those of a more serious or complex nature please see Stage 2.

Stage 2: Review of fully documented complaint by a supervising staff member

If the complaint is not resolved to the satisfaction of the parties concerned our College reception staff will ask you, and help you if you wish, to fully document your complaint and attempts at resolving the matter. Our reception staff will arrange a suitable time for you and the supervising staff member to meet (or call each other).

We will work through our process with you to:

- Gather enough detail to be clear about your complaint.
- Acknowledge your complaint.
- Inform you of the process we will follow to consider your complaint.
- Provide you with feedback regarding your complaint.

The supervising staff member will investigate the complaint and make determinations regarding the matter. For unresolved issues and those of a very serious nature please see Stage 3.

Stage 3: Review of the matter by the Principal

The Principal will speak with you to discuss the complaint. The Principal will need time to review the situation and will inform you of our timeline (and any adjustments to it) and communicate the decision to you.

Stage 4: Appeal review by members of the CCM Leadership Team

If you remain unsatisfied with the determinations made by the Principal, you may ask for an appeal of the decision. The request for a review will be referred to the Chief Executive Officer (CEO) of Christian Community Ministries (CCM); the CEO will either personally undertake the review or may appoint another senior CCM staff member (such as a Principal or senior leader from another CCM College or CCM Central Office) to complete the review and report back to the CEO. The Principal or other staff from your College who dealt with the matter at Stage 3 may be consulted, but do not otherwise participate in the review process. The CEO will consider the review findings and make a final determination to resolve the complaint.

Important educational contract relationship considerations

Please remember that:

- Students, staff, volunteers, parents and other family members have responsibilities in making the educational partnership a successful one.
- The majority of issues arise between home and school when working with children and young people because of communication problems. While the College works hard to ensure our communicate is clear, the need to clarify something that has been said, handled, missed, overlooked or just not explained well enough still happens from time to time.
- People, including our community members, do not always achieve their best in every situation.
- The College will act in the best interests of the student and all students generally. This may mean we do not always act in accordance with individual requests.

You have agreed (as per the enrolment contract conditions) to:

- Communicate directly with the appropriate staff member in a cordial manner if you have an issue that directly concerns your child or your enrolment arrangement.
- Follow the established and documented methods available in the College if you have an issue or complaint.

Please also note:

- We cannot entirely rule out the need to make authorised third parties outside the College (eg police, contracted parties, government authorities) aware of the complaint and possibly also the identity of those involved where this is required by law or other contract requirements.
- Stage 2 and above documented complaints are recorded along with outcomes. Recorded complaints are reviewed by the Leadership Team to help improve the College.
- Anonymous complaints might not be pursued.
- Privacy matters may be involved and these will be pointed out in any response.

Maintaining relationship through times of difficulty

To help us through times of difficulty, we have established systems at Cornerstone to enable us to work through complaints while maintaining, even strengthening, our educational relationships. Families elect to send their children to the College because of the ethos and charter of the school and agree at the time of entering into a contract to support the policies and procedures of the College. Therefore, families need to use the complaints process rather than unhelpful methods such as social media comments. Those community members who use unhelpful methods leave themselves open to negative consequences through breaching their enrolment contract with the College, failing to protect privacy or other Government laws, and defamation actions.

As per your contractual agreement, please use the College complaints process rather than threaten legal, media, or outside authority action before you have sought a resolution to restore a positive educational partnership between the parties. The College will not tolerate threatening or actual abusive behaviour against any of its community members. There is no room for threats, negative targeted comments, or nasty actions against anyone. Apart from any potential civil or criminal consequences of such action, such behaviour would mean that our enrolment contract with you would be subject to termination.