



## Our College Vision

The Vision Statement of the College is to: *Develop the whole child in a caring and nurturing environment in the knowledge of the gospel of Jesus Christ.* Hope Christian College (College) is committed to ensure excellence in the care of all HCC students, and dealing quickly with parental concerns.

## College commitment

The College is committed to appropriately address any concerns or complaints raised by parents. A concern or complaint may be made if a parent thinks, the College has done something wrong, has failed to do something it should have done, or has acted unfairly or improperly. This may relate to the type, level, or quality of a service, the behaviour or decisions of staff members, a policy, procedure or practice of the College.

## What to do if there is a concern or complaint

### 1. Speak to the right person

It is imperative that if a concern or complaint involves other College children, that parents must contact the College and *under no circumstances* approach the other child or their family members directly.

If a concern or complaint is to do with normal classroom activity (including during recess and lunch breaks, excursions and special days such as Sports Days) parents should contact the staff member involved by phone or email, or arrange for an appointment to speak with them. The chart below identifies who to contact or parents can fill out the *Grievance Form* attached to this policy.

Issue	Who to contact	How
General enquiries, fee payment	Admin Staff	Telephone, email or by presenting at the front office
Classroom activities, class curriculum, friendship issues, general concerns	Your child's class Teacher	Telephone, email, or arrange an appointment
Complex student issues, student welfare, College curriculum, staff members	Section Coordinators or Deputy Principals	Telephone, email or arrange an appointment *
School fees	Business Manager	Telephone, email or arrange an appointment *
School Policy or Management	Principal	Telephone, email or arrange an appointment *
* Please note: Coordinators, Deputies and the Principal have very busy schedules, therefore, parents must have a prearranged appointment to meet with them. The College Office can assist with this.		

If the complaint is of a more serious nature, the grievance needs to be brought to the attention of the departmental head in the relevant area. Parents can contact the College Office to make an appointment head or hand in the *Grievance Form* and the appropriate staff member will be in contact to make an appointment.

It should be noted that neither the Minister for Education and Child Development nor the Department for Education and Child Development has any power or authority to directly intervene in any grievance relating to the operations of a non-government school. The Education and Early Childhood Standards and Registration Board will refer grievances back to the College to deal with. Similarly, the Association of Independent Schools South Australia (AISSA) has no power or authority to deal with grievances regarding the College.



### 2. Be proactive and accurate

All parties have the best chance of a good resolution when concerns are raised as soon as possible after the issue occurs. Keep records of facts, and check that the facts are accurate.

### 3. Be respectful when negotiating

It is imperative to conflict resolution to respect other people, especially their privacy. It's important to understand other people's perspective. Please also recognise that everyone has rights and responsibilities that the College must endeavour to balance, and realise that the College needs to achieve an outcome that is acceptable to everyone involved. It is also important to respect and understand other's points of view, and to seek restoration of an amicable relationship.

### College commitment to addressing concerns or complaints

The College is committed to the following practices in addressing grievances:

- ensuring parents are given a copy of the *Parent Complaint Policy* and *Grievance Form*
- giving parties opportunity to express a grievance in a respectful, understanding manner
- dealing with concerns or complaints in a timely and professional manner:
  - making every reasonable effort to resolve concerns or complaints within 20 days and acknowledge receipt of a written concern or complaint as soon as is reasonably possible
  - providing communication regarding progress in the event the resolution of a concern or complaint is going to be prolonged
- seeking advice and support for complex issues
- respecting the privacy and confidentiality of all parties involved
- listening to parent feedback where the College's community is concerned.

For further information contact the College on 8287 1111, or email to [admin@hopecc.sa.edu.au](mailto:admin@hopecc.sa.edu.au)



### Grievance Form

Person registering the complaint or concern:

<i>First name</i>		<i>Last name</i>	
<i>Address</i>			
<i>Ph (home)</i>	<i>Ph (work)</i>	<i>Mobile</i>	
<i>Email address:</i>			

Details of the complaint or concern:

Please provide specific details (who, what, when, how, where).
What impact has this had on you or the person you represent?
Please provide details (who, what, when, how, where) of attempts you have made to resolve the issue, and the outcome of these attempts.
Do you have any supporting documents or information that may assist the School? Please list these below and attach them to this form.
Please describe the outcome you are seeking, and what you are prepared to do to bring about this outcome?