



SYDNEY JAPANESE  
INTERNATIONAL  
SCHOOL

シドニー日本人国際学校

# Complaints and Grievances Policy

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## Rationale

The school endeavours to maintain and improve the services and overall education it provides to its students. The school recognises the value and rights of all school community members and allows for the expression of opinions, complaints, and grievances.

The school places a very high priority on:

- Maintaining a safe and caring environment for its students, staff and school community
- Improving the education and services provided for the school community

## Aim

The policy identifies the procedures each community group should undertake to lodge complaints and grievances to school management. All members of the community must adhere to the School Values (7 values) which guides all behaviours within the school and therefore must measure their expressions accordingly.

## Expressing a Complaint or Grievance

Complaints and grievances may be made when they address the practices which assure the safe operation of the school and the general well-being of its students, staff, parents and school related community. The purpose of making a complaint or grievance is to alert the school to a problem which, in the opinion of the person making the complaint, should be addressed.

Complaints and grievances may be expressed by students, staff, parents or members of the community.

All parties involved in complaints handling are required to maintain appropriate confidentiality, including in relation to handling and storing records.

The school will seek to resolve complaints informally where possible but acknowledges that in some cases a person may wish to make a formal complaint.

Below are the procedures each group must follow:

**1. Students:**

- 1) Any complaint or grievance must be expressed first to the classroom teacher.
- 2) Students may express a complaint or grievance to the Head:
  - i. When there is an unsatisfactory result from the classroom teacher, or
  - ii. When it is inappropriate to express their complaint to the classroom teacher.
- 3) All children have access to the school's counsellor.

**2. Staff:**

- 1) The first step in expressing a complaint or grievance is to go to the immediate supervisor.
- 2) Complaints or grievances may be made to their following staff members:

| Type of complaint                     | Person to address                             |
|---------------------------------------|-----------------------------------------------|
| Curriculum                            | INT Div.: Head of INT Division                |
|                                       | JPN Div.: AG Chief                            |
| Safety, Health                        | Heads, Chief of Life Section                  |
| General Discipline                    | Principal, Heads                              |
| Student Welfare / Specific Discipline | Chief of Life Section<br>Head of INT Division |
| General Work conditions               | General Manager, Heads                        |
| Salary, pays, tax, superannuation     | General Manager, Heads<br>Accountant          |
| Workplace Issues                      | Principal, General Manager, School Lawyer     |

- 3) In the event a complaint or grievance is not attended to, the matter should be taken directly to the Head, then (if required) to the Principal and General Manager.
- 4) Complaints should be made in writing (email) and signed by the person making the complaint or through an arranged meeting. Anonymous complaints will not be accepted.
- 5) In case of any sensitive issues (i.e. sexual harassment, power harassment), the staff may make contact with the following people.
  - Principal: [principal@sjis.nsw.edu.au](mailto:principal@sjis.nsw.edu.au)

- General Manager: [g.manager@sjis.nsw.edu.au](mailto:g.manager@sjis.nsw.edu.au)
  - School Lawyer : (Australian lawyer at Katsuda Synergy Lawyers): [j.katsuda@katsuda.com.au](mailto:j.katsuda@katsuda.com.au)
- 6) An appeal to the school board should only be made if it appears that procedures 1) to 5) above have not resolved the matter. In maintaining transparency, the Principal or General Manager should also be notified.
  - 7) The school is committed to maintaining the confidentiality of information throughout the reporting process. Confidentiality applies with respect to both information relating to the person reporting, and, if relevant to a person against whom a report is made.
  - 8) All staff have access to the school's counsellor.

### **3. Parents:**

- 1) Matters of concern about a student should be expressed first to the classroom teacher.
- 2) Matters of concern about the school management must be expressed to the Head either by:
  - i. Email, Letter
  - ii. Meeting
- 3) If a complaint or grievance is not addressed satisfactorily, a parent may lodge a complaint or grievance with the Principal in writing.
- 4) All parents have access to the school's counsellor.

### **4. School related people (including contractors, volunteers):**

- 1) Matters of concern about the school management must be expressed to the Head either by:
  - i. Email, Letter
  - ii. Meeting
- 2) If a complaint or grievance is not addressed satisfactorily, a parent may lodge a complaint or grievance with the Principal in writing.

### **Supporting Structure for Complaints and Grievances:**

Please refer to the following policies when considering a complaint or grievance.

- Discipline Policy
- Anti-Bullying Policy

- Child Protection Policy
- Code of Conduct
- Teacher Accreditation Procedures
- Work Health and Safety Policy

Consideration must always be given to respectful communication of complaints and grievances. Emotional outbursts of anger or ridicule will often not accomplish the desired goals.

- ❖ All students, their parents and staff have access to the school's counsellor, currently Ms Kaoru Sato(eastsidecounselling@gmail.com). This is a free service - up to 5 sessions - to all staff as the school encourages early intervention when issues arise, personally or professionally, and increased individual resilience to maximise workplace performance.

Your compliance with the requirements of this policy will assist in the school's efforts to achieve these important objectives, and the general well-being of our school community.