



Complaints Handling Policy & Procedures	
NESA Code:	B8.2
Purpose:	1.1 Purpose and scope This policy applies to Accelerate Christian Academy- Bourke (the school) in handling complaints made in respect of services provided by the school or against staff members, which includes employees, contractors, and volunteers. This policy does not extend to personal grievances between parents, guardians, or other members of the school community.
Scope:	
References:	<ul style="list-style-type: none"> <li>• <b>Education Act 1990 (NSW):</b> The primary statutory basis for school registration and the requirement for procedural fairness.</li> <li>• <b>Children’s Guardian Act 2019 (NSW):</b> Governs reportable conduct allegations which must be filtered through child protection rather than standard complaint channels.</li> <li>• <b>Privacy Act 1988 (Cth):</b> Specifically referenced in your policy regarding the handling of sensitive personal information during a complaint.</li> <li>• <b>NESA Registered and Accredited Individual Non-government Schools (NSW) Manual:</b> The "rulebook" defining the requirements for handling complaints and grievances under NESA Code B8.</li> <li>• <b>Health Records and Information Privacy Act 2002 (NSW):</b> Relevant if a complaint involves the handling of a student's medical or health data.</li> </ul>
Associated Documents	<ul style="list-style-type: none"> <li>• <b>B8.1 Child Protection Policy:</b> The overarching framework for any complaint involving student safety, wellbeing, or "reportable conduct".</li> <li>• <b>B3.1 Staff Code of Conduct:</b> Defines the professional standards against which a staff member's behaviour is measured during an investigation.</li> <li>• <b>B8.2 Behaviour Management Policy:</b> Used for grievances between students or complaints regarding disciplinary outcomes.</li> <li>• <b>B8.2 Anti-Bullying Policy:</b> Specific to complaints regarding student-to-student bullying and the "Structured Triage System".</li> <li>• <b>B8 Discrimination, Harassment and Bullying Policy and Procedure:</b> For complaints regarding unlawful treatment between staff members or community members.</li> </ul>



	<ul style="list-style-type: none"> <li>• <b>Whistleblowing Policy:</b> For disclosures involving alleged illegal activity or improper states of affairs.</li> <li>• <b>Staff Grievance Policy:</b> For internal work-related disputes between employees.</li> <li>• <b>Teacher Accreditation Procedures:</b> For complaints specifically relating to NESA accreditation processes.</li> <li>• <b>Stakeholders Rights, Responsibilities, Complaints Handling and No RoSA Letter:</b> The official notice provided to families regarding how to raise a complaint.</li> <li>• <b>Incident and Review Log:</b> The secure record-keeping tool used to document the investigation and outcome of a complaint.</li> </ul>		
Version Number	3.1	Authorised by:	Board Chair
Review date:	05/2027 (Annually thereafter)	Authorisation date:	Feb 2026
Policy owner:	Accelerate Christian Academy- Bourke, Bourke		
Note:	This policy may be reviewed at any time at the discretion of the Accelerate Christian Academy- Bourke, Bourke Board.		

### Version History

Version	Date	Notes
3.0	08/2024	Reviewed
3.0.1	12/2025	Addition of front page including Authorised by: section
3.1	02/2026	Policy and Procedure adopted by Accelerate Christian Academy- NSW Ltd following transition from incorporated association. Content unchanged.”

### 1 Introduction

1.2. Whistleblowing complaints This policy does not extend to complaints which are whistleblowing disclosures. The procedures for processing whistleblowing complaints are dealt with in the school’s whistleblowing policy.

In summary a whistleblowing disclosure is a disclosure which:

- is made by a board member, staff member, a person who supplies goods or services to the school, including a volunteer, an employer of a supplier or a relative of any of these people;
- involves alleged misconduct, an improper state of affairs or circumstances, or illegal activity, and



- is made to a senior staff member, or officer of the school, the school's auditor, or a person who the school has authorised to collect such disclosures.

### 1.3. Related policies

Complaints about reportable conduct will be addressed in accordance with the school's Child Protection Policy.

Complaints regarding a grievance between students will be addressed in accordance with the school's Student Code of Conduct and/or Behaviour Management Policy and/or Anti-bullying Policy.

Complaints regarding a grievance between staff members about work matters, including work relationships and decisions made by other staff members which impact on their work, will be addressed in accordance with the school's Staff Grievance Policy. Complaints regarding unlawful discrimination, harassment or bullying between staff are generally addressed in accordance with the school's Discrimination, Harassment and Bullying Policy and Procedure.

Complaints regarding teacher accreditation processes will be addressed in accordance with the school's Teacher Accreditation Procedures.

The Child Protection Policy is the overarching policy that guides all matters relating to the safety, welfare, and wellbeing of children and young people at our school. It is the primary point of reference for staff, particularly in situations where a child's safety may be at risk.

### 1.4. Confidentiality

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

## 2. Complaints

A complaint or grievance is an expression of dissatisfaction made to the school about an educational and/or operational matter relating to services provided by the school or the behaviour or decisions of a staff member, contractor, or volunteer, including misconduct.

If a parent/carer or student has a concern about the conduct of a staff member, they should raise their concern with the school in accordance with section 3.

If a complaint that concerns the behaviour of a staff member may constitute reportable conduct, the matter will be addressed by the school's Child Protection Policy in accordance with section 1.3. A complaint about a reportable conduct matter may be current or historical. Timeframes for investigation of complaints relating to reportable conduct are dependent on the individual matter and



may be over an extended period of time, particularly in the case of a historical allegation. The school is bound by privacy or other confidentiality requirements when conducting investigations of reportable conduct allegations, which may limit the information that can be shared with the complainant regarding the outcome of an investigation. Please refer to the school's Child Protection Policy for information about reportable conduct.

Complainants are not required to assess whether their concern meets the threshold of reportable conduct before making a complaint. Any concern about a child's wellbeing or the conduct of an employee, volunteer, contractor, or member of the school community may be reported under this policy.

Complaints may be made by a student or parent/carer or any member of the school community. 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.

### 3. 3.1. Raising a complaint

The complainant

Complaints may be raised by a complainant directly with the person involved. However, if the complainant does not feel comfortable doing so or the matter is one where it may not be appropriate to do so a complaint can be made to the Principal. Any complaint about the conduct of a staff member should be raised directly with the Principal in the first instance.

Should the matter not be resolved between the parties directly in the first instance, the complainant may raise the matter with the school. A complaint can be made in writing to the Principal, via email at [koinoniaoffice@bigpond.com](mailto:koinoniaoffice@bigpond.com).

Where a person wishes to make a complaint concerning the Principal, the complaint should be made in writing addressed to the Vice Chair of the Board, via letter to Accelerate Christian Academy- Bourke, PO Box 440, Bourke, NSW, 2840. In this situation, the references in this policy relating to the role of the Principal should be read as references to the Vice Chair of the Board.

### 3.2. The school

The Principal will generally acknowledge receipt of a complaint raised with the school in writing as soon as practicable.

## 4. Handling complaints

4.1. Assessing a complaint The Principal generally will assess the complaint and determine:

- whether the complaint is one to be addressed under this policy or is a staff grievance or reportable conduct matter, or another matter identified in section



- the priority of the complaint in accordance with the urgency and/or seriousness of the matter raised; and
- whether the school may be required to report the matter to the Office of the Children’s Guardian, Police, Department of Communities and Justice or other relevant authorities should the complaint relate to possible unlawful conduct or other reportable matters.

#### 4.2. Managing a complaint

The Principal generally will manage a complaint by:

- a) advising the complainant of the likely steps that will be undertaken by the School in relation to the complaint;
- b) ) if appropriate, advising the relevant parties of the complaint at the relevant time and providing them with an opportunity to respond;
- c) collecting any additional information the School considers necessary to assess the complaint;
- d) deciding about how the complaint will be resolved (“resolution decision”);
- e) and if appropriate, advising the complainant in writing, and any other relevant parties as appropriate, of the resolution decision of the Principal and if appropriate, any proposed action to be taken.

There may be circumstances where some of the steps outlined above are not appropriate and the school will determine, on a case-by-case basis the most appropriate method of handling the complaint.

A complainant and the relevant parties that the complaint is about may choose to have an appropriate support person present at any meeting with representatives of the School about the complaint. However, the School maintains the right to determine whether the person’s preferred support person is appropriate and may not approve the attendance of a support person where they are determined by the School to be inappropriate.

#### 5. Contact

If you have any queries about this policy, you should contact the Principal for advice.



**Staff Acknowledgment of Policy and Procedures**

**Policy/Procedure Name:** B8.2 Complaints Handling Policy/Procedures

**Version/Date:** Feb 2026 V3.1

I, \_\_\_\_\_ (Full Name), acknowledge that:

- I have **read** the policy and procedures named above in full.
- I have **understood** the requirements, school expectations, and any legal obligations (where applicable) detailed within this document.
- I agree to **abide by** and implement these policies and procedures as described in the performance of my duties at the school.

**Staff Signature:** \_\_\_\_\_ **Date:** \_\_\_\_ / \_\_\_\_ / 2026