

Tranby College
A College of the Uniting Church in Australia



Concerns, Complaints & Grievances

Information for Parents

Tranby College welcomes suggestions and comments from parents and takes seriously complaints and concerns that might be raised.

This pamphlet will help you to contact the correct person and to know where to go if you feel your concerns are not being addressed.

Please contact us whenever you have concerns

The College is here for your child and we want to hear your views and your ideas about how we can meet their needs more effectively.

Usually, the first person to contact will be the person who is dealing most closely with the matter. This is likely to be your child's class or form teacher if they are in K – 9, or house tutor if they are in Years 10 – 12. You can contact staff by phone (9524 2424) or by email (tranby@tranby.wa.edu.au) or in person, although please do not interrupt a teacher when they are teaching.

However, other members of staff could be more appropriate, and you may also wish to contact a more senior member of staff, or the Principal.

You should feel confident that all members of staff will be prepared to help you.

You should also feel confident that expressing your concerns will not rebound adversely on yourself or on your children.

When does a concern become a complaint or a grievance?

There is not a clear cut answer to this but if you do not believe the matter has been resolved by the first staff member that you talk to then please contact a more senior member of staff.

For example, after talking with your child's teacher you may then consider contacting the Head of School and then the Principal.

If you are still not satisfied, or if the complaint is about the Principal, then you should contact the Chairperson of Council by sending a letter marked "Confidential" to the College Office.

The College's Complaints and Grievance Policy is available at
www.tranby.wa.edu.au.

(Link to be completed once decision has been made as to where to put the policies)

Resolving a complaint

In the first instance it is hoped that the complaint will be resolved through open and respectful communication.

If the matter is referred to the Chairperson of Council, or if the complainant writes directly to the Chairperson of Council, the Chairperson will discuss the matter fully with the Principal and be provided with the relevant documentation. If a briefing is required from a member of staff, or another person, this will occur in the presence of the Principal.

The Chairperson will respond to the complainant, notifying him/her that the matter is being reviewed, asking him/her if they wish to add anything further and providing a date by which they may expect a written response.

The Chairperson's response will be clear and detailed and will offer a meeting if the complainant remains concerned.

If a meeting is requested, it will involve the Chairperson, the Principal, possibly one other member of staff and the complainant. The complainant may wish to bring a supportive friend, who is not involved with the complaint, to the meeting.

If a solution is not found, the Chairperson may consider referring the matter to a Conciliation Committee. This Committee will have up to four members, at least two of whom will be members of the College Council. The Chairperson and Principal would not be part of the Committee but would be invited to make a submission, as would the complainant.

If the matter is not resolved at this stage it would be appropriate to refer it to the Moderator of the WA Synod of the Uniting Church in Australia. Determination made under this process will be final.



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