



Developing character, inspiring lives

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	Saint Stephen's College Complaints Resolution Procedure Saint Stephen's College Code of Conduct Saint Stephen's College Student Code of Conduct Saint Stephen's College Conflict of Interest Saint Stephen's College Procedures for Promoting Positive Behaviours Saint Stephen's College Work Health and Safety Policy Saint Stephen's College Anti-Discrimination Policy Saint Stephen's College Anti Bullying Policy Saint Stephen's College Disability Discrimination Policy Saint Stephen's College Child Protection Policy Saint Stephen's College Sexual Harassment Policy Saint Stephen's College Privacy Policy Saint Stephen's College Performance Review Policy		
	Every two years		November 2025
	Saint Stephen's College Board		
	Director of Human Resources		

includes grievances or concerns about actions or omissions, reporting incident/s, occurrence/s, behaviours or conduct, or raising problems.

refers to the party wishing to make a complaint or raise a concern as defined.

includes members of a leadership team as well as middle managers and supervisors who have staff reporting to them in terms of their position descriptions.

this means anyone on Saint Stephen's College grounds or attending an event/activity at any other location ("off campus") whereby it is known the person is engaging with that event/activity because of their party because of thei0044479.479ef2.18 461.23 0.425.68ef207.53 461.23

Whenever possible, the wishes of the complainant in relation to the resolution of the complaint will be taken into account. However, this may not be possible in some circumstances, for example, where the complaint is of such a serious nature that formal action is required beyond the wishes of the complainant. For example, a complaint may involve allegedly unlawful behaviour and/or the College's duty of care may be compromised if no action is taken.

The College will endeavour to protect the complainant/s from any victimisation or repercussions for reporting issues in good faith.

Complainants should not instigate complaints that are frivolous, vexatious or malicious. A complainant/s who makes a false and/or frivolous allegation may be subject to disciplinary processes and the matter may be dealt with as misconduct or serious misconduct.

Complaints should not be made in response to management introducing performance management or disciplinary processes for employees as part of management's reasonable duty to manage. Such responses may be subject to disciplinary processes, and the matter may be dealt with as misconduct or serious misconduct.

Criminal matters, and formal legal proceedings as they relate to a complaint will involve external agencies as appropriate. Those agencies will advise their process.

The College will keep records of complaints.

The College's insurer will be informed if a complaint could be connected to an insured risk.

The Delegated Policy Owner has the following roles and responsibilities:

- Develop, implement, promote and act in accordance with the College's Complaints Resolution Policy and procedure

- Appropriately communicate the College's Complaints Resolution Policy and procedure to all parties this Policy relates to

- Ensure that the Complaints Resolution procedure is readily accessible to all parties this Policy relates to

- Upon receipt of a complaint, manage the complaint in accordance with the Complaints Resolution procedure

- Ensure that appropriate support is provided to all parties to a complaint

The complainant and respondent both have the following role and responsibilities:

Apply and comply with the College's Complaints Resolution Policy and procedure

Equity Contact Officers have the following role and responsibilities:

- provide staff members an opportunity to talk informally about a problem

- provide staff members who wish to make a complaint the opportunity to clarify their situation,

- consider what course of action to take to resolve a complaint and consider possible outcomes