



# MUSEC School Grievance/Complaint Procedure for Parents

Contact Officer

Principal MUSEC School

<b>PROCEDURE</b>	<b>Purpose</b>	<p>This document establishes the procedures to be followed in the case of:</p> <ol style="list-style-type: none"> <li>1. general grievances or complaints by a parent/carer</li> <li>2. complaints about misconduct or reportable conduct</li> </ol> <p>Complaints by persons other than a parent/carer may be made following the University's Complaint Management <a href="#">Procedure</a> for Students and Members of the Public which can be found on the University's website.</p>
	<b>Procedure</b>	<p><b>1. General Grievances/complaints</b></p> <p>A professional response to suggestions, complaints and allegations promotes fairness, leads to improvements and creates confidence in the outcome.</p> <p>Complaints, as well as compliments and other constructive feedback, create opportunities for an organisation to improve its services and prevent future problems.</p> <p>Most grievances can be settled informally through open dialogue that is respectful of parent/carer concerns.</p> <ul style="list-style-type: none"> <li>• All parent/carer concerns will be directed to the Master Special Education Teacher in the first instance.</li> <li>• If a grievance is not handled satisfactorily within the classroom, an appointment should be made with Principal</li> <li>• If a resolution can still not be achieved the Principal will refer the matter to the Head of Department of Educational Studies.</li> </ul> <p><b>In General:</b></p> <ul style="list-style-type: none"> <li>• Grievances should be handled in private.</li> <li>• Grievances in writing must be responded to in writing. All written responses need the approval of the Principal.</li> <li>• All written grievances and responses must be kept and filed.</li> </ul> <p><b>Note</b></p> <p>The University has a formal Complaint Management <a href="#">Procedure</a> for Students and Members of the Public which can be found on the University's website. A complainant may use this procedure at any time during the complaint process.</p> <p>Any staff member with a complaint must follow Macquarie University Complaint Management <a href="#">Procedure</a> for Staff.</p>

## 2. Complaints about misconduct or reportable conduct

These procedures are for stakeholders including parents and carers, to raise a complaint about staff misconduct or reportable conduct

### Reportable Conduct under the Ombudsman Act 1974

Reportable conduct refers to the following:

- Any sexual offence or sexual misconduct committed against, with or in the presence of a child (including a child pornography offence or an offence involving child abuse material [\[within the meaning of Division 15A of Part 3 of the Crimes Act 1900\]](#)); or
- Any assault, ill treatment or neglect of a child; or
- Any behaviour that causes psychological harm to a child, whether or not, in any case, with the consent of the child

Reportable conduct does not extend to:

- a) conduct that is reasonable for the purposes of the discipline, management or care of children, having regard to the age, maturity, health or other characteristics of the children and to any relevant codes of conduct or professional standards; or
- b) the use of physical force that, in all the circumstances, is trivial or negligible, but only if the matter is to be investigated and the result of the investigation recorded under workplace employment procedures; or
- c) conduct of a class or kind exempted from being reportable conduct by the Ombudsman under section 25CA.

The MUSEC School Principal, through Macquarie University, ensures there are systems to assess and investigate allegations of a child protection nature made against staff and will notify [reportable conduct](#) to the NSW Ombudsman and, where required, the NSW Commission for Children and Young People.

(see also the [MUSEC Child Protection Policy](#))

### Making a complaint

- In the first instance any complaint should be raised with the School Principal. If the complaint concerns the School Principal it should be made to the Head of Department of Educational Studies.
- All parties will maintain confidentiality
- It is recommended that complaints of reportable conduct be made in writing. Confidential complaints can be made to the School Principal via [musec.principal@mq.edu.au](mailto:musec.principal@mq.edu.au) or to the Head of Department of Educational Studies via [hod.edstudies@mq.edu.au](mailto:hod.edstudies@mq.edu.au).
- On receipt of any complaint the School Principal (or if applicable the Head of Department) will:
  - acknowledge the complaint in writing identifying that the School will consider the complaint and determine how to respond to the complaint.
  - provide details for the point of contact for the complainant.

		<ul style="list-style-type: none"> <li>○ identify that should the complaint require investigation, the Principal (or Head of Department) will inform the complainant that the matter has been referred for investigation and will periodically update the complainant on the School's progress as appropriate.</li> <li>• The School Principal will inform the Executive Dean, Faculty of Human Sciences and the Head of the Department of Educational Studies of any complaint requiring investigation</li> <li>• The School Principal (or Head of Department) will inform the complainant once the complaint has been finalised.</li> <li>• With respect to disclosure of information about an investigation and its outcome, the School will conform with limitations under the Ombudsman's Act and privacy legislation.</li> </ul>
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<b>Contact Officer</b>	Principal MUSEC School
<b>Implementation Officer</b>	Principal MUSEC School
<b>Approval Authority</b>	Executive Dean, Faculty of Human Sciences
<b>Date Approved</b>	28 March 2019
<b>Date of Commencement</b>	28 March 2019
<b>Date for Next Review</b>	January 2022 (or as required)
<b>Related Policies, Procedures and Guidelines</b>	Complaint Management <a href="#">Procedure</a> for Students and Members of the Public Complaint Management <a href="#">Procedure</a> for Staff MUSEC Child Protection Policy 2019 MUSEC Reporting Children at Risk of Significant Harm Procedure 2019
<b>Procedures Superseded by this policy</b>	MUSEC School Grievance Procedures 2009, 2014