



## COMPLAINTS POLICY – FOR ADULTS

*This policy is intended for staff, parents and other adults who have concerns with the school. Complaints relating to child safety are dealt with separately and are investigated with alacrity. The school's approach to child safety is outlined in the various policies contained in Cheder's **Child Safety Program**. These are available on the school website.*

### INTRODUCTION

In Judaism, the teachings of our Rebbeim strongly emphasise that nothing occurs in this world "by chance". G-d Almighty Who creates and sustains the world constantly, acts at all times with perfect intentionality. Accordingly, everything that a person experiences is carefully crafted by the Almighty to encourage continuous refinement and growth in service of propelling each person to their highest potential. This applies to happenings which we experience as pleasant and good, and with equal force to those that are confronting and less welcome.

In the Jewish tradition, conflict is not regarded as an unpleasant coincidence, but rather an opportunity for self-reflection and compassionate strength. This is achieved by reflecting with empathy – Can I see this from the other person's perspective (have I misjudged their intentions)? What might I have done to contribute (do I share some responsibility)? Has this reduced my concern (perhaps my process and my goal are now different)?

### OBJECTIVE

Cheder's Complaints Policy is intended to enable individuals dealing with the Cheder, both internal and external stakeholders, to provide important feedback to the Cheder which is vital to our quest to continuously improve the quality of our service provision (primarily) to our students, our staff members and our parents, and to address wrongdoing.



At the same time, we encourage people who feel aggrieved about something, to attempt a process of resolution about the subject of the grievance, prior to lodging a formal complaint with the school.

If a matter lies beyond an individual's capability to resolve it, the school offers the following pathway to express concerns.

## IMPLEMENTATION

This policy is available to staff, and to the school community via the Cheder website. A copy can be requested from Reception.

The school asks that a complainant should:

- Be clear about the topic or issue needed to be discussed.
- Provide complete and factual information, remembering you may not have all the facts relating to the circumstances of an issue.
- Maintain and respect the privacy of all parties.
- Act in good faith and in a calm and courteous manner.
- Show respect for and understanding of the point of view of others and value differences without judging or blaming.
- Recognise that all parties have rights and responsibilities that must be balanced.

## MAKING A COMPLAINT

All complaints should be made using the **'MAKING A COMPLAINT' FORM** (At the end of this policy).

Parents are encouraged to resolve issues with their child's teacher if the matter relates to class or curricular activities, and with reference to the school's Discipline Policy.



Parents and other stakeholders, can make complaints by:

- Using the locked Suggestion Box at Reception
- Contacting the School Complaints Officer by mail
- Contacting the School Complaints Officer by email at [complaints@cly.vic.edu.au](mailto:complaints@cly.vic.edu.au)
- Using the complaints form on the School website

The School Complaints Officer will identify the nature of the complaint:

1. **If this is a child safety matter**, it will be brought swiftly to the attention of a Child Safety Officer and treated accordingly.
2. **If this is an interpersonal or procedural matter**, it will be brought to the attention of the appropriate Head of Department or the school executive group for further attention.
3. **If this is a breach of school policy, code of conduct, law, or regulation**, an investigation may be required and/or referral to external Authorities may occur.

Each complaint will be dealt with on its merits, respectfully, and according to the school's policies. The school will respond to complainants and:

- seek further clarification; and/or
- advise a decision or preferred procedure; and/or
- propose a pathway for conflict resolution.

In any meetings scheduled to address grievances, a complainant has the right to bring with them an advocate to help them express their concerns clearly. An advocate may be a friend, family member or someone from a support



organisation. The school requests that a complainant notifies Cheder of the name of their support person prior to the meeting. The school will similarly notify the complainant of who it proposes to include in such a meeting.

### **APPEALING THE SCHOOL'S RESPONSE TO A COMPLAINT OR ENROLMENT DECISIONS**

If a person is not satisfied with an outcome determined by the school in response to their complaint, they should contact the School Advisory Board at [sab@cly.vic.edu.au](mailto:sab@cly.vic.edu.au). The concern or complaint will be officially acknowledged by the Secretary of the Board. The Board may in turn liaise with its Spiritual Advisors for their recommendation.

In the event that parties cannot resolve their concerns, the advice of external experts may be sought, selected by mutual agreement. A Beis Din may need to be consulted.

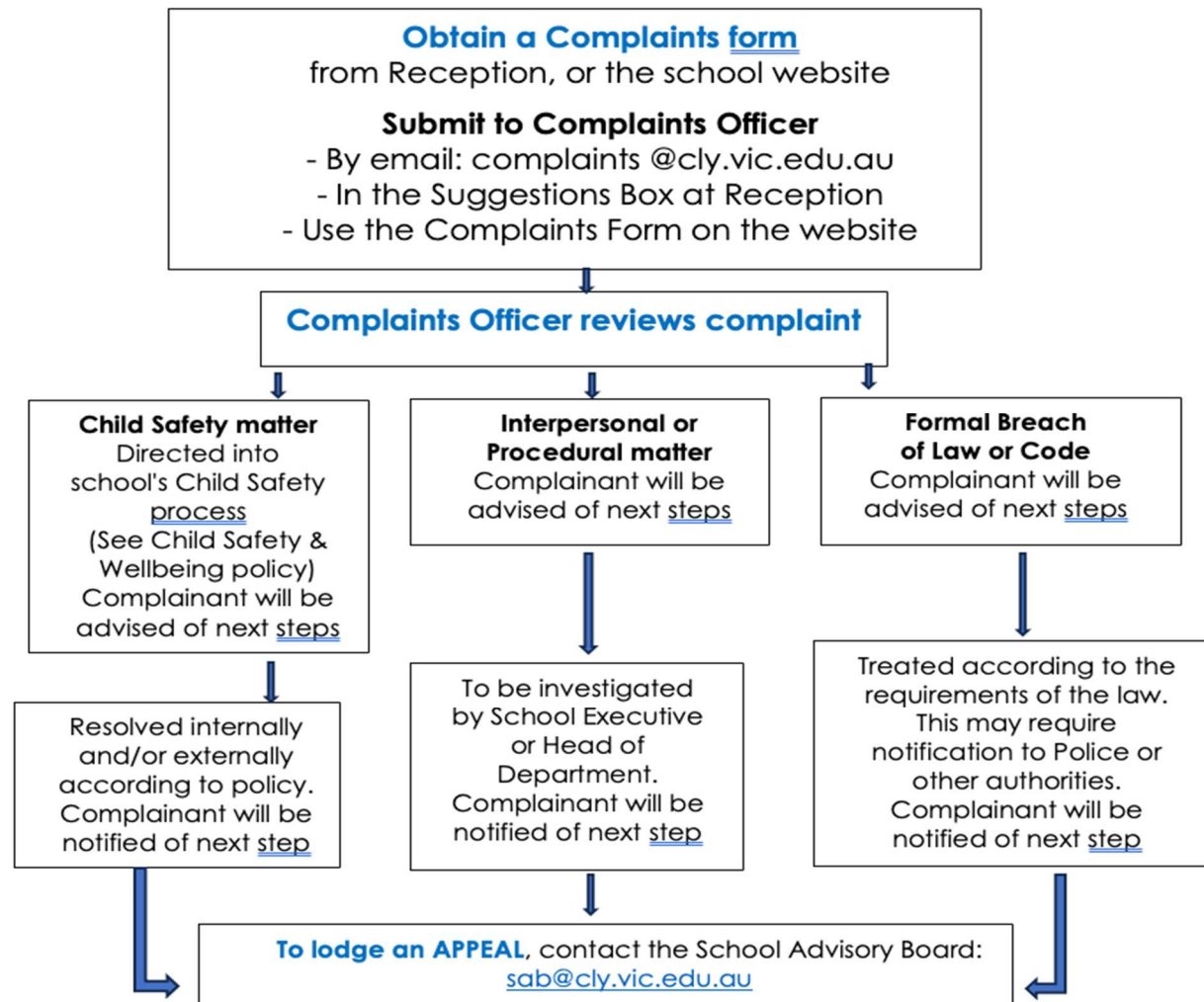
<b>Current Version</b>	Complaints Policy For Adults R20230727
<b>Consultation</b>	Leadership, Executive
<b>Endorsed by</b>	SY
<b>Ratified by</b>	School Advisory Board
<b>Next review date</b>	July 2024 (every 12 months)
<b>Previous Version History:</b>	Complaints Handling Policy R20221220



**Cheder**  
חינוך על טהרת הקודש

## FLOW CHART - COMPLAINTS BY ADULTS

Try to resolve your issue before making a complaint. If this is not possible:





**Cheder**  
חינוך על טהרת הקודש

## MAKING A COMPLAINT

DATE:     /     /                   YOUR NAME: \_\_\_\_\_

YOUR PHONE: \_\_\_\_\_     YOUR EMAIL: \_\_\_\_\_

WHAT IS YOUR COMPLAINT:

---

---

---

---

---

---

---

---

WHAT HAVE YOU DONE TO TRY TO RESOLVE THIS:

- Spoken to the part(ies) involved directly on more than one occasion
- Made suggestions or offers that were rejected
- Offered to take personal responsibility to change your own approach
- Followed up on ideas from the other in good faith
- Asked third parties to assist you
- Other/Describe what you have tried: \_\_\_\_\_

---

---

---

---

WHAT OUTCOME ARE YOU LOOKING TO ACHIEVE:

- Acknowledgement or apology
- Just a conversation
- Awareness / Change
- Intervention or process adjustment
- Punishment or Penalty
- Report to external authorities
- Other Please describe the outcome being sought: \_\_\_\_\_

---

---

---

---

Place this form into the locked Suggestion Box at Reception, or email it to [complaints@cly.vic.edu.au](mailto:complaints@cly.vic.edu.au), or use the online form on the school website.