



PINNACLE
ACADEMIC COLLEGE

Complaints Handling Policy 2026



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Purpose:	The purpose of this policy is to ensure that student, parent and employee disputes are dealt with in a responsive, efficient, effective and fair way	
Scope:	Students, parents and employees, including full-time, part-time, permanent, fixed-term and casual employees, as well as contractors, volunteers and people undertaking work experience or vocational placements	
Status:	Approved	Supersedes: V2.3
Authorised by:	Akademeia Ltd Board Chair	Date of Authorisation: 06/02/2026
References:	<ul style="list-style-type: none"> ● <i>The Alice Springs (Mparntwe) Education Declaration 2019</i> ● <i>Education (Accreditation of Non-State Schools) Act 2017 (Qld)</i> ● <i>Education (Accreditation of Non-State Schools) Regulation 2017.</i> ● Australian Education Regulations 2013 ● Fair Work Act 2009 ● Work Health and Safety Act 2011 (Qld) ● Privacy Act 1988 (Cth) ● Anti-Discrimination Act 1991 (Qld) ● Australian Human Rights Commission Act 1986 (Cth) ● Sex Discrimination Act 1984 (Cth) ● Age Discrimination Act 2004 (Cth) ● Disability Discrimination Act 1992 (Cth) ● Racial Discrimination Act 1975 (Cth) ● Pinnacle Academic College Dispute Resolution Procedure ● Pinnacle Academic College Work Health and Safety Policy (to be completed) ● Pinnacle Academic College Anti-Discrimination Policy (to be completed) ● Pinnacle Academic College Sexual Harassment Policy (to be completed) ● Pinnacle Academic College Disability Policy ● Pinnacle Academic College Workplace Bullying Policy (to be completed) ● Pinnacle Academic College Privacy Policy 	
Review Date:	Annually	Next Review Date: February 2027
Policy Owner:	Akademeia Ltd	
Note:	This Policy may be reviewed at any time at the discretion of the Akademeia Ltd Board	

VERSION HISTORY

VERSION	DATE	NOTES
Draft	23/01/19	Initial Draft Document
1.0	29/01/19	Approved
1.1	27/04/19	Approved
1.1	10/01/2020	Reviewed and approved without change
1.1	10/01/2021	Reviewed and approved without change
1.2	10/01/2022	Reviewed and approved with some changes
2.1	10/02/2023	Reviewed and approved with some changes.
2.2	10/02/2024	Reviewed and approved without change.
2.3	20/03/2025	Reviewed and approved with minor changes
2.4	5/2/2026	Reviewed and approved with layout changes

COMPLAINTS POLICY

Pinnacle Academic College is committed to ensuring that student, parent and employee complaints are dealt with in a responsive, efficient, effective and fair way. Pinnacle Academic College views complaints as part of an important feedback and accountability process. Pinnacle Academic College acknowledges the right of students, parents and employees to complain when dissatisfied with an action, inaction or decision of the school and the school encourages constructive criticism and complaints. Pinnacle Academic College recognises that time spent on handling complaints can be an investment in better service to the school community.

Complaints that may be Resolved under this Policy

PAC encourage students, parents and employees to lodge promptly any concerns regarding sexual harassment, child protection, discrimination, workplace bullying and privacy breaches as well as more general complaints that include areas such as:

- the school, its employees or students may have done something wrong
- the school, its employees or students may have failed to do something they should have done
- the school, its employees or students may have acted unfairly or impolitely
- issues of student or employee behaviour that may be contrary to their Code of Conduct
- issues related to learning programs, assessment and reporting of student learning
- issues related to communication with students or parents or between employees
- issues related to school fees and payments
- general administrative issues.

Student complaints may be brought by students or by parents on behalf of their children, as appropriate in the circumstances.

Issues Outside this Policy

The following matters are outside the scope of this policy and should be managed as follows:

- Child protection concerns or risks of harm to children should be dealt with in accordance with the law and the school's Child Protection Policy.
- Student discipline matters, including matters involving suspension or expulsion, will be dealt with by the Principal in accordance with the Behaviour Management Policy
- Employee complaints related to their employment should be directed to their supervisor.
- Student or employee violence or criminal matters should be directed to the Principal who will involve the Police as appropriate.
- Formal legal proceedings.

Complaints Handling Principles

Pinnacle Academic College is committed to managing complaints according to the following principles:

- complaints will be resolved with as little formality and disruption as possible
- complaints will always be taken seriously
- anonymous complaints will be treated on their merits; complaints will be dealt with fairly and
- objectively and in a timely manner
- mediation, negotiation and informal resolution are optional alternatives
- procedural fairness will be ensured wherever practicable, including the right of interested

- parties to the complaint to be heard
- confidentiality and privacy will be maintained as much as possible
- all parties to the complaints will be appropriately supported
- appropriate remedies will be offered and implemented
- provide a review pathway for parties to the complaint if warranted
- complainants, respondents, and people associated with them will not be victimised as a result of lodging the complaints and they will not suffer any other reprisals
- the school will keep records of complaints
- the school's insurer will be informed if a complaint could be connected to an insured risk.

Responsibilities

School

The school has the following role and responsibilities:

- to develop, implement, promote and act in accordance with the school's Complaints Handling Policy
- to appropriately communicate the school's Complaints Handling Policy to students, parents, employees and volunteers
- to ensure that the Complaints Handling procedures are readily accessible by staff, students and parents and the wider school community
- to ensure that upon receipt of a complaint, manage the complaint in accordance with the school Complaints Handling procedures
- to ensure that appropriate support is provided to all parties to a complaint
- to take appropriate action to prevent victimisation or action in reprisal against the complainant, respondent or any person associated with them
- to appropriately implement remedies
- to appropriately train all relevant employees
- to keep records and conduct a review/audit of the Complaints Register from time to time
- to monitor complaints and report monthly to the governing body.
- to report to the school's insurer when that is relevant
- to immediately refer to the school's governing body any claim for legal redress.

All Parties to a Dispute

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

- to apply and comply with the school's Complaints Handling Policy and procedures
- to lodge the complaint as soon as possible after the issue arises
- to expect that the complaint will be dealt with fairly and objectively; in a timely manner; with procedural fairness wherever practicable; that confidentiality and privacy will be maintained as much as possible
- to provide complete and factual information in a timely manner
- to not provide deliberately false or misleading information
- to not make frivolous or vexatious complaints
- to always act in good faith, and in a calm and courteous manner
- to always act in a non-threatening manner
- to be appropriately supported
- to acknowledge that a common goal is to achieve an outcome acceptable to all parties
- to recognise that all parties have rights and responsibilities which must be balanced
- to maintain and respect the privacy and confidentiality of all parties

- to never victimise or act in reprisal against any party to the dispute or any person associated with them.

Employees Receiving Complaints

Employees receiving complaints have the following role and responsibilities:

- to act in accordance with the school's Complaints Handling Policy and procedures
- to inform the party lodging the complaint of how complaints can be lodged, when they should be lodged and what information is required.
- to provide the complainant with information about any support or assistance available to assist them in lodging their complaint.
- to provide the complainant with a copy of the school's Complaints Handling Policy and procedures
- to always actively maintain confidentiality
- to keep appropriate records
- to forward complaints to more senior employees, including the principal, as appropriate
- to never victimise or act in reprisal against the complainant, respondent or any person associated with them.

Implementation

Pinnacle Academic College is committed to raising awareness of the process for resolving complaints at the school.

Pinnacle Academic College is also committed to appropriately training relevant employees (especially senior staff) on how to resolve complaints in line with this policy and the related procedures.

Pinnacle Academic College will keep appropriate records of complaints, will monitor complaints and their resolution and will report on a monthly basis to the school Board.

Pinnacle Academic College will actively encourage students, parents, employees and the wider school community to contribute to a healthy school culture where complaints are resolved with as little formality and disruption as possible.