

Complaints and Grievances Policy for Rockit Performing Arts

Rockit Performing Arts (RPA) is committed to providing a fair, safe, and inclusive environment for all students, staff, and community members. This policy outlines the process for raising concerns and filing complaints, ensuring transparency and procedural fairness in accordance with South Australian legislation and best practices.

Purpose

The purpose of this policy is to establish a clear and accessible process for addressing complaints and grievances related to discrimination, harassment, or other issues within Rockit Performing Arts.

Scope

This policy applies to all students, staff, volunteers, and visitors involved in any activities or programs associated with Rockit Performing Arts.

Definitions

Complaint: An expression of dissatisfaction or concern regarding any aspect of RPA's operations, services, or conduct of individuals.

Grievance: A formal statement of complaint, typically related to unfair treatment or violation of rights.

Guiding Principles

1. All complaints and grievances will be treated seriously, promptly, and confidentially.
2. The principles of natural justice and procedural fairness will be followed.
3. All parties involved will be treated with respect and impartiality.
4. There will be no victimisation of complainants or witnesses.

Complaint Procedure

1. Informal Resolution:
 - Individuals are encouraged to first attempt to resolve issues informally through direct communication with the person(s) involved, where appropriate and safe to do so.
2. Formal Complaint:
 - If informal resolution is not successful or appropriate, a formal complaint should be submitted in writing to the Studio Director, Noni Vassos, at noni@rockitpa.com.au.
 - The complaint should include details of the issue, dates, times, and any supporting evidence.
3. Acknowledgment:
 - The Studio Director will acknowledge receipt of the complaint within 3 business days.
4. Investigation:
 - The Studio Director or a designated staff member will investigate the complaint, which may involve:
 - a. Interviewing relevant parties
 - b. Reviewing documentation
 - c. Consulting with external experts if necessary
5. Resolution:
 - The Studio Director will determine appropriate actions to resolve the complaint.
 - All parties will be informed of the outcome in writing within 14 days of the complaint being lodged, unless a longer period is required due to the complexity of the issue.

6. Appeal:

- If the complainant is unsatisfied with the outcome, they may appeal within 14 days of receiving the decision.

Confidentiality

All complaints will be treated confidentially, with information shared only on a need-to-know basis.

Record Keeping

Detailed records of all complaints, investigations, and outcomes will be maintained securely and confidentially by the Studio Director.

External Resolution

If a complaint cannot be resolved internally, complainants may seek external resolution through:

- The Equal Opportunity Commission of South Australia
- The Australian Human Rights Commission
- The South Australian Civil and Administrative Tribunal (SACAT)

Vexatious Complaints

RPA reserves the right to take action against individuals who make vexatious or malicious complaints.

Staff Training

All staff will receive regular training on this policy and complaint handling procedures.

Policy Review

This policy will be reviewed annually to ensure its effectiveness and compliance with relevant legislation.

By implementing this Complaints and Grievances Policy, Rockit Performing Arts affirms its commitment to maintaining a positive and inclusive environment for all members of our community. This policy aligns with the principles of the Equal Opportunity Act 1984 (SA) and reflects our dedication to fair and transparent complaint resolution processes.

Created by: Noni Vassos, Director / Founder, Rockit Performing Arts

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