



SECTION	GENERAL – SUPPORT DOCUMENTS				
ITEM:	COMPLAINTS HANDLING PROCEDURES			ITEM No:	G-006.1
ISSUED:	2016			PAGES:	3
RESPONSIBILITY:	Board			VERSION:	2023.1
REVISED:	5/9/18	27/5/2020	Feb 2022	August 2023	
NEXT REVIEW:	2019	2021	2023	2024	

These procedures should be read in conjunction with the College’s Complaints Handling Policy G-006.

1. RAISING A CONCERN

In the first instance, raise your concern via phone, email or in person with the person best positioned to action it. As a guide:

Learning Issues	Class teacher/Year Level Co-ordinator/Head of House
Fees/Accounts Issues	Business Manager
General Welfare	Class Teacher/Family Group Teacher/Head of House
Health Issues	Student Services/First Aid Officer
Conduct Issues	Head of Campus/Deputy Principal/Principal

Parents may make an appointment with their child’s teacher or Head of House to discuss issues of concern at any time. Discussing your concerns, reviewing facts and developing potential solutions together will ensure positive outcomes for students. The teacher will make a record of your concern and the agreed solutions. This record will be shared with the relevant Head (i.e. Head of Primary, Middle or Secondary).

If you are unsure of who to contact with your concern, the College Business Manager will guide you in the right direction.

In many cases, aligned with the College value of *Developing Dynamic Relationships*, concerns are able to be addressed quickly, however, if your concern is not resolved the matter may progress to lodging a formal complaint.

2. LODGING A COMPLAINT

Formal complaints should be lodged in writing. A complaint raised anonymously will be reviewed on merit, however, anonymity may limit achieving effective resolution for concerned parties.

When lodging a complaint please provide:

- Name of person raising the complaint.
- Contact details of person raising the complaint.
- Factual details of the complaint, including other parties involved.
- Remedy being sought.

DO NOT:

- Make frivolous or vexatious complaints.
- Deliver the complaint in a threatening manner.
- Provide deliberately false or misleading information.

COMPLAINTS HANDLING PRINCIPLES:

- All complaints will be taken seriously.
- The College will attempt to deal with complaints as informally as possible and with as little disruption as possible.
- Confidentiality and privacy will be maintained as much as possible.
- All parties are entitled to reasonable progress updates.
- Procedural fairness will be ensured and natural justice principles observed wherever practicable.
- Complainants, respondents and people associated with them will not be victimised as a result of lodging a complaint.
- Appropriate remedies will be offered to all parties and implemented.
- Mediation, negotiation and informal resolution are optional alternative to investigation.
- Where conflicts of interest arise during the investigation, an impartial party will become part of the investigation.
- The College will keep confidential records will be kept by the College.
- A review process is available.
- Natural justice principles will be observed wherever practicable.

Complaints may be addressed by the Principal and/or the Business Manager or referred to their delegate (e.g. Deputy Principal, Head of Campus). After an initial review of the complaint an estimated timeframe will be provided to the complainant. The complaint will be investigated and the College will always attempt to offer a remedy that is fair to all parties and provide reasons for the decision. Where more than one person is involved in or affected by the complaint, similar remedies will be offered to all persons in the same situation. A record of the complaint, meetings and resolution/s will be maintained by the College.

Please note all people involved in the complaint process have the right to be supported by an appropriate third party.

If the complaint is not resolved to your satisfaction you may progress the matter to review.

3. REVIEW

If a party to a complaint is unsatisfied with the outcome, they may refer the matter to the Principal for review. The review will be conducted in accordance with the College Complaints Handling policy and as determined to be appropriate in the relevant circumstances. This review may take an extended period of

time and further information may be requested. The decision and outcome of the review will be communicated to the complainant.

If the complainant remains unsatisfied with the outcome, the matter may be referred to the Board for review. The outcome of the Board review will be communicated to the complainant along with reasons for the decision/actions, usually via a face to face meeting. Please note, the Board will not investigate matters that have not followed the College Complaints Handling process.

4. RECORDS

The College will record the following information:

- The name and contact details of the complainant;
- The date the dispute was lodged;
- How the dispute was lodged e.g. in person, via phone/email or letter;
- A brief description of the dispute, including names of other parties involved;
- The name and position description of the College employee with whom the dispute was lodged;
- The action the employee took upon receiving the dispute.

Records will be kept of communications with relevant parties and of any actions taken as the dispute resolution process is undertaken.

Records will be kept of the outcome or remedy that was agreed, and any recommendations for changes to College policy, procedures or operations.

Records will be held by the College in a secure system with limited access to ensure confidentiality.

5. MONITORING AND REPORTING

The College will have a standing agenda item at the College Leadership Team meetings to identify common or recurring issues that may need addressing as well as to monitor the number of complaints referred for review by the Principal and/or the College Board.

The College Leadership Team and the College Board will review this policy and procedure annually.

6. COMMUNICATION AND TRAINING

The College Complaints Handling Policy and Procedures will be communicated to staff annually and to parents via the Student Success Diary and Parent Lounge and on the College website.

Employees identified as having responsibilities under these procedures may request additional training and support. Appropriate training will be made available to Board members as requested.

8. RELATED DOCUMENT

- G-006 Complaints Handling Policy