



SECTION	GENERAL – SUPPORT DOCUMENTS				
ITEM:	COMPLAINTS HANDLING PROCEDURES			ITEM No:	G-006.1
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These procedures should be read in conjunction with the College’s Dispute Resolution Policy.

1. LODGING A COMPLAINT OR DISPUTE

• Who?

The College will attempt to deal with the complaint or dispute as informally as possible and with as little disruption as possible. For this to be achieved, the complaint/dispute should be raised with the person best positioned to action it. The following is a guide of who to contact:

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

If you are unsure of who to contact regarding the complaint or dispute, the Business Manager will be able to guide you in the right direction.

All people involved in the complaint or dispute process have the right to be supported by an appropriate third party.

• How?

A complaint or dispute can be raised with the College via phone, email or in person.

If the issue involves the class or teacher of your child or relates to an issue concerning your child's experience at the College, make an appointment with that teacher as soon as possible through the College diary.

Discuss the details of the issue or element of dissatisfaction with the teacher using facts and work with the teacher on developing a solution or where appropriate provide the teacher with an opportunity to suggest a solution. The teacher will make a record of your complaint and report your meeting and any outcomes to the Head of Campus and or College Principal.

If your complaint relates to more general College matters, including issues of College policy and issues of compliance or non-compliance, you should raise your complaint directly with the Business Manager / Principal or their delegate. The Principal may refer your complaint to a delegate such as the Deputy Principal or Business Services Manager. The relevant staff member will make a record of your complaint and work with you to come to a resolution.

All contact details can be found in the Student Success Diary or contact the Main Office on (07) 3719 3111.

Anonymous complaints or disputes may be lodged however there may be limitations to achieving the most effective outcome this way.

- **What?**

When lodging a complaint it is important to give the following information:

- Name of person raising the complaint or dispute and their contact details;
- Details of the dispute and the other parties involved in a factual and timely manner;
- Remedy being sought.

Do not:

- make frivolous or vexatious complaints;
- deliver the complaint in a threatening manner; or
- provide deliberately false or misleading information.

2. MANAGING A COMPLAINT OR DISPUTE

The College will endeavour to manage your complaint or dispute in the following way:

- Complaints or disputes will be resolved with as little formality and disruption as possible.
- Complaints or disputes will be taken seriously.
- Anonymous complaints will be treated on their merits like any other dispute.
- Mediation, negotiation and informal resolution are optional alternatives to investigation.
- Procedural fairness will be ensured wherever practicable.
- Natural justice principles will be observed wherever practicable.
- Confidentiality and privacy will be maintained as much as possible.
- All parties are entitled to reasonable progress updates.
- Appropriate remedies will be offered and implemented.
- A review mechanism will be offered.
- Complainants, respondents and people associated with them will not be victimised as result of lodging the dispute.
- Where conflicts of interest arise during the investigation, an impartial party will become part of the investigation.
- The College will keep confidential records of the complaints and disputes.

3. REMEDIES

When the complaint or dispute is first lodged, the College will ask the complainant what remedy they are seeking. 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 dispute, similar remedies will be offered to all persons in the same situation.

4. REFERRAL OR REVIEW

If a party to a complaint or dispute is unsatisfied with the outcome of an investigation, they may refer the matter to the Principal for review.

The Principal will manage the review in accordance with the College Complaints Handling Policy and as determined to be appropriate in the relevant circumstances.

If a party to the complaint or dispute is unsatisfied with the original outcome as handled by the Principal, or the outcome of a review by the Principal, then they should refer the matter to the College Board.

The Board will manage a review and regardless of the decision, a letter from the Board will be communicated to the complainant (usually at a face to face meeting), outlining:

- The outcome decided by the Board;
- Action required to respond to the outcome; and
- The reasons why the Board reached the outcome.

5. 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 centrally by the College in a secure system with limited access to ensure confidentiality.

6. MONITORING AND REPORTING

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

The College Management Team and the College Board (where appropriate) will regularly review its policies and procedures on a maximum 3 yearly cycle unless required earlier due to the nature of the policy or legislative changes.

7. 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.