



All Saints Anglican School

POLICY DOCUMENT

Complaints Handling Policy

1 Overview

All Saints Anglican School welcomes feedback from all members of the School Community and takes all complaints or concerns that may be raised seriously. This *Complaints Handling Policy* is designed to assist you to understand how to make a complaint.

2 Scope

This policy applies to all staff as well as parents/guardians of students of All Saints Anglican School.

3 Objectives

This Policy aims to:

- Provide an efficient, open, honest, transparent and accessible mechanism for addressing complaints, relevant to this policy, in accordance with the principles of natural justice;
- Ensure fairness towards both complainants and respondents is upheld throughout the Complaints Management process;
- Deal with complaints as swiftly and comprehensively as possible;
- Provide sufficient opportunity for any complaint to be fully discussed and addressed through dialogue and mutual understanding;
- Enhance the level of parent/ guardian satisfaction with the school and the relationship of parents/guardians and students with teachers;
- Ensure the Complaints Management process is accessible;
- Ensure the complaints information is integrated into the school's continual improvement process.

4 What is a Complaint?

A complaint is an expression of dissatisfaction made to or about All Saints Anglican School, related to its services, staff, operations, or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.

5 Our Commitment

All Saints Anglican School is committed to handling complaints effectively and efficiently. To manage complaints effectively, we have established a [Complaints Handling Program](#) in line with both the international complaints handling standard (ISO 10002:2014 Quality management – Customer satisfaction – Guidelines for complaints handling in organizations), and the Australian/New Zealand complaints handling standard (AS/NZS 10002:2014 Guidelines for complaint management in organizations).

Our *Complaints Handling Program* includes the establishment of an online complaints management system which allows us to effectively capture, manage and report on complaints. Regular analysis of complaints received and the implementation of rectification action, where deficiencies are identified, are key to the School's commitment. Our internal complaints handling process is available at no cost.

6 How Do I Make a Complaint?

We ask that, where appropriate, you first raise the matter directly with the relevant staff member. If that is not appropriate or the issue was not addressed to your satisfaction, contact the relevant Head of School. If that is not appropriate or the issue was not addressed to your satisfaction or if you simply wish to make a formal complaint, you can do so by either of the following means:

- Submitting this [Feedback Form](#); or
- Writing a letter to the School addressed to "The Complaints Manager".

P:\Admin\Finance\Compliance\Complispace\Privacy, Complaints & Boarding Upgrade tailoring\Complaints Handling Policy v1.1.docx