



## HIC Complaints Handling Policy

<b>Policy:</b>	<p>Hills International College is committed to ensuring that complaints by our College Community are dealt with in a responsive, efficient, effective and fair way.</p> <p>Hills International College views complaints as part of an important feedback and accountability process.</p> <p>Hills International College acknowledges the right of our College Community to complain when dissatisfied with an action, inaction or decision of the College and the College encourages constructive criticism and complaints.</p> <p>Hills International College recognises that time spent on handling complaints is an investment in better service to the College Community.</p>	
<b>Scope:</b>	<p>Students, parents, guardians and carers of students, employees, contractors, volunteers, external providers, persons at the College on special programme visas, and people undertaking work experience or vocational placements (hereinafter referred to as "College Community")</p>	
<b>Policy Owner:</b>	<p>Principal</p>	
<b>Status:</b>	<p>V3.1</p>	<b>Supersedes:</b> V3
<b>Authorised by:</b>	<p>Principal</p>	<b>Date of Authorisation:</b> 30/10/2025
<b>References:</b>	<ul style="list-style-type: none"> <li>• <a href="#">Education (Accreditation of Non-State Schools) Regulations 2017</a></li> <li>• <a href="#">Australian Education Regulations 2013</a></li> <li>• <a href="#">Fair Work Act 2009</a></li> <li>• <a href="#">Work Health and Safety Act 2011 (Qld)</a></li> <li>• <a href="#">Privacy Act 1988 (Cth)</a></li> <li>• <a href="#">Anti-Discrimination Act 1991 (Qld)</a></li> </ul> <p><b>Related Hills International College Policies</b></p> <ul style="list-style-type: none"> <li>• HIC Child Protection Policy and Child Risk Management Strategy</li> <li>• HIC Community Code of Conduct</li> <li>• HIC Volunteers Code of Conduct</li> <li>• HIC External Providers Code of Conduct</li> <li>• HIC Behaviour Management Policy</li> <li>• HIC Bullying Prevention and Intervention Policy</li> <li>• HIC Privacy and Information Sharing Policy</li> <li>• HIC Whistleblower Policy</li> <li>• Other HIC policies in force from time to time</li> </ul>	
<b>Review:</b>	<p>2 Years</p>	



## 1. Complaints Handling Principles

Hills International College is committed to managing complaints according to the following principles:

- complaints will be taken seriously
- anonymous complaints will be treated on their merits
- complaints will be dealt with fairly and objectively and in a timely manner
- Hills International College will determine the appropriate person to deal with the complaint in the first instance. Complaints should be resolved with as little formality and disruption as possible
- mediation, negotiation, and informal resolution may be optional alternatives where appropriate
- 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 in accordance with the College Privacy and Information Sharing Policy and the Confidentiality Policy
- all parties to the complaints will be appropriately supported
- Hills International College will give reasonable progress updates
- appropriate remedies will be offered and implemented
- provide an appeal pathway for parties to the complaint where appropriate
- complainants, respondents, and people associated with them will not be victimised because of lodging a complaint
- the College will keep appropriate records of complaints
- the College's insurer will be informed if a complaint could be connected to an insured risk.

## 2. Responsibilities

### College

The College has the following role and responsibilities:

- develop, implement, promote, and act in accordance with the College's Complaints Handling Policy
- appropriately communicate the College's Complaints Handling Policy and procedures to the College Community.
- ensure that the Complaints Handling Policy is readily accessible by the College Community
- upon receipt of a complaint, manage the complaint in accordance with the Complaints Handling Policy and any relevant HIC policy that is about responding to breaches of policy or regulation
- ensure that appropriate support is provided to all parties to a complaint
- take appropriate action to prevent victimisation or action in reprisal against the complainant, respondent or any person associated with them
- appropriately implement remedies
- appropriately train relevant employees
- keep records
- conduct a review/audit of the Complaints Register from time to time
- monitor and report to the College's governing body on complaints
- report to the College's insurer when that is relevant
- refer to the College's governing body immediately any claim for legal redress.
- Ensure any complaint resulting from a report regarding a child safety incident/concern is managed in line with the Child Protection Policy and College Child Risk Management Strategy,



# HILLS INTERNATIONAL COLLEGE

## All Parties to a Dispute

The parties to a complaint, including witnesses, have the following role and responsibilities:

- apply and comply with the College's Complaints Handling Policy
- lodge the complaint as soon as possible after the issue arises
- maintain confidentiality
- provide complete, accurate, and factual information in a timely manner and to the extent possible
- not provide deliberately false or misleading information
- not make frivolous or vexatious complaints
- act in good faith, and in a calm and courteous manner
- act in a non-threatening manner
- acknowledge that a common goal is to achieve an outcome acceptable to all parties
- recognise and understand that all parties have rights and responsibilities which must be balanced
- not 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:

- act in accordance with this Policy
- Direct the complainant to this Policy
- maintain confidentiality
- not victimise or adversely affect a party to the complaint, or any person associated with them.

## 3. Methods for raising a concern

### HIC College Community (other than HIC Employees)

Issue	Method
Child Safety	Refer to <b>Child Protection Policy and Child Risk Management Strategy</b> on the Hills International College website. Use the <b>"Report a Child Safety Concern"</b> on the Hills International College website. It is found on the "Contact Us" page under sub-heading "Reporting Concerns". Concerns can also first be discussed with a College Child Protection Officer to confirm reporting requirements. Ben Pope <a href="mailto:ben.pope@hills.qld.edu.au">ben.pope@hills.qld.edu.au</a>   07 5546 0667 Mandy Comerford <a href="mailto:mandy.comerford@hills.qld.edu.au">mandy.comerford@hills.qld.edu.au</a>   07 5546 0667
Fees and Payments	Contact the Hills International College Business Manager on 07 5546 0667
Compliance Concerns (relating to College policy or regulatory laws)	Use the <b>"Reporting a Compliance Concern"</b> form on the Hills International College website. It is found on the "Contact Us" page under sub-heading "Reporting Concerns". Also refer to the Hills International College Whistleblower Policy.
Safety Incidents/Concerns (Injuries/Illnesses and near misses)	Use the "Report a Safety Incident/Concern" form on the Hills International College website. It is found on the "Contact Us" page under sub-heading "Reporting Concerns".
Unfair or inappropriate behaviour (including bullying or discrimination)	<b>Relating to the Management Team:</b> Contact the Hills International College Principal on 07 5546 0667



# HILLS INTERNATIONAL COLLEGE

	<p><b>Relating to a Teacher:</b> Contact the Teacher in the first instance to discuss the concern either by email or telephone on 07 5546 0667; and if the matter is not resolved, contact the relevant Head of School on 07 5546 0667.</p> <p><b>Relating to a College Community Member:</b> contact the Head of Wellbeing or the Principal on 07 5546 0667.</p> <p><b>Relating to a Bus Driver or Individual transporting students:</b> Contact the Head of Wellbeing 07 55463707.</p> <p><b>Relating to a Student:</b> Contact the relevant Head of School or the Head of Wellbeing on 07 5546 0667 or via their direct email. If matter relates to bullying, please see the HIC Bullying Prevention and Intervention Policy on the HIC website.</p> <p><b>Criminal behaviours or actions:</b> Contact Queensland Police on 000 and the Hills International College Principal on 07 5546 0667.</p>
Student Learning (including programs) and assessment	Contact the relevant Head of School or Head of Wellbeing on 07 5546 0667.
General Administrative issues	Contact the Hills International College Head of Administration on 07 5546 0667
General Hazards	Use the "Report a <b>General Hazard</b> " form on the Hills International College website. It is found on the "Contact Us" page under sub-heading "Reporting Concerns".

## HIC Volunteers, External Providers and Contractors

Issue	Method
Onboarding or contract issues	Use the " <b>Reporting a Compliance Concern</b> " form on the Hills International College website. It is found on the "Contact Us" page under sub-heading "Reporting Concerns".
WH&S Concerns	College Volunteers and Direct Contractors can access the College Business Manager or HSR for WH&S hazards and concerns.
All other concerns – refer to the above table.	

## HIC Employees

Issue	Method
Child Protection	<p>Refer to the Hills International College Child Protection Policy and Child Risk Management Strategy for reporting instructions.</p> <p>Use the "<b>Reporting a Child Safety Concern</b>" form on the internal College compliance dashboard.</p> <p>Concerns can also first be discussed with a College Child Protection Officer to confirm reporting requirements.</p> <p>Ben Pope  <a href="mailto:ben.pope@hills.qld.edu.au">ben.pope@hills.qld.edu.au</a>   07 5546 0667</p> <p>Mandy Comerford  <a href="mailto:mandy.comerford@hills.qld.edu.au">mandy.comerford@hills.qld.edu.au</a>   07 5546 0667</p>
Safety Incidents/Injuries	Safety Incidents, injuries and illnesses are reported using the " <b>Safety Incident Report</b> " form on the internal College compliance dashboard.
Payroll	Contact the Business Manager and Payroll directly via teams or internal phone extension.
Enterprise Agreement (industrial relations entitlements and obligations)	<p>Concerns about the administration of the Enterprise Agreement should be made using the "<b>Complaint/Dispute Notification</b>" form on the internal College compliance dashboard.</p> <p>College Employees can speak to their Union Delegate to assist them with their industrial entitlements.</p>



# HILLS INTERNATIONAL COLLEGE

Compliance Concerns (relating to College policy or regulatory laws)	Use the <b>"Reporting a Compliance Concern"</b> form on the College compliance dashboard. Also refer to the Hills International College Whistleblower Policy.
Human Resources	Please refer to relevant policies – these are accessible in Staff Information – HIC Approved Policies. There are various policies and instructions for reporting concerns. Notification forms are online on the internal College compliance dashboard.
Grievances (including interpersonal matters)	
Workplace Hazards and WH&S Concerns	General Hazards and Maintenance – please report using Maintain X College employees can access the College Health and Safety Representative for WH&S hazards and concerns.

## Implementation

Hills International College is committed to raising awareness of the process for resolving complaints at the College.

Hills International College is committed to appropriately training relevant employees (especially senior staff) on how to resolve complaints in line with this policy.

Hills International College will:

- keep appropriate records of complaints;
- monitor complaints and their resolution;
- report on a high-level basis to the College's governing body on complaint handling at the College.