



MaristCollege Canberra

Complaints Handling Policy

Marist College Canberra welcomes feedback from all members of the college 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.

For the purposes of this policy, we use the terms “staff” and “staff member” to include all teaching and non-teaching staff, Advisory Council members, volunteers, contractors and external providers.

What is a complaint?

A complaint is an expression of dissatisfaction made to Marist College Canberra, related to our services or operations, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected.

Some expressions of dissatisfaction can be categorised as critical feedback and not necessarily a complaint. To assist in determining the difference, ask yourself, “Does the incident or dissatisfaction expressed suggest that the College can improve its service delivery or operations”? If the answer is “Yes” then the dissatisfaction expressed is regarded as a complaint.

Examples:

Feedback that a student was not included in a sporting team, or not made a college leader, or did not get an “A” on a homework task, is not in itself a complaint as the particular incident does not suggest that the College could improve its service delivery or operations.

Feedback relating to an alleged bias in selection or assessment criteria would be classified as a complaint as the allegation of bias would need to be investigated and if substantiated would reflect an area where the College could improve its service delivery or operations.

Note: Complaints from a staff member concerning workplace matters are managed by the College’s Workplace Grievance Policy.

Complaints about child abuse, neglect or other harm, or other breaches of our Child Safe Codes of Conduct are managed differently to other complaints and relate to conduct by:

- current or former staff members
- current or former students
- other people on College premises or at College events.

Refer to the section at the end of this policy – Complaints About Child Safety Incidents or Concerns At or Involving the College or its Staff Members – for more information.

Marist College Canberra's Commitment

Marist College Canberra is committed to handling complaints effectively and efficiently. To manage complaints effectively, we have established a Complaints Handling Program in line with:

- Principle 6 of the National Principles for Child Safe Organisations, using the Office of Child Safety's "Complaints Handling Guide: Upholding the Rights of Children and Young People"
- the international complaints handling standard (ISO 10002:2018 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 internal complaints handling process is available at no cost.

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 College's commitment.

Informal Complaints Resolution

The vast majority of issues causing concern in schools can be handled quickly and in an informal manner. We therefore ask that, where appropriate, you first raise your concern directly with the appropriate staff members. Even if the issue is resolved informally, all staff are required to log issues through our complaints management system so we are able to identify any systemic issues arising, and take appropriate rectification action.

How do I make a Formal Complaint?

If you have been unable to resolve a matter informally, or simply wish to make a formal complaint you can do so by any of the following means:

1. Sending an email to complaints@mcc.act.edu.au
2. Writing a letter to the College addressed to "The Complaints Manager".
3. Telephoning the College and asking to speak to the student's House Group Leader or teacher.
4. Writing a letter to the Regional Director (Sydney) of Marist Schools Australia if the complaint is against the Headmaster.

All formal complaints will be logged into our online complaints management system and managed in accordance with the following procedure.

Our Internal Complaints Handling Process

Step 1 – All formal complaints are logged through our online complaints management system where they are screened by our Complaints Officer, or in the case of complaints against the Headmaster by a member of Marist Schools Australia (MSA).

Step 2 – All valid complaints will be acknowledged in writing, as soon as practicable, and allocated a status, priority and target resolution date. It is our policy, where possible, to resolve all disputes within 14 days during school terms.

Step 3 – The Complaints Officer shall coordinate an investigation into the issues raised, following principles of procedural fairness, and ensure that a determination is made.

Step 4 – Following the determination, if appropriate, a resolution will be formulated and a written response provided to the complainant. The matter will be closed if this response is accepted.

Step 5 – If the initial response is not acceptable the matter will be reviewed internally by the Headmaster or the Headmaster’s delegate, who may seek additional information or submissions from the relevant parties. The Headmaster or their delegate seek to resolve all disputes within 28 days from the date that the review process is initiated. The matter will be closed if the response of the Headmaster, or their delegate, is accepted.

Step 6 - All complaints received will be entered into our Complaints Register and, where appropriate, a corrective action request will be made to address any underlying processes which the complaints investigation revealed may require improvement.

Step 7 - If the matter remains unresolved, the complainant may pursue external resolution alternatives.

Confidentiality

Confidentiality applies with respect to both information relating to the person making the complaint, and, if relevant to a person against whom a complaint is made. The College is committed to maintaining the confidentiality of information throughout the complaints process.

Personally identifiable information about a complainant will only be made available for the purpose of addressing the complaint and (unless the complainant consents) will be actively protected from disclosure.

Complaints About Child Safety Incidents or Concerns At or Involving the College or its Staff Members

Complaints about or allegations of child incidents or concerns are managed in a different manner to other complaints. This is because of the additional confidentiality and privacy requirements surrounding these kinds of matters.

We refer to these as child safeguarding-related complaints and these may include:

- breaches of the Child Safe Codes of Conduct
- child abuse, neglect or other harm of a current or former student by
- current or former staff members
- current or former students
- other people on College premises or at College events
- “reportable conduct” as defined in the Ombudsman Act 1989 (ACT)
- other child safeguarding-related staff misconduct.

If your complaint is a child safeguarding-related complaint, please make your complaint to:

- the College’s Senior Child Safeguarding Officer the Deputy Headmaster, by phoning 02 6298 7200 or emailing <mailto:ryangreer@mcc.act.edu.au>, or
- if this person is the subject of your complaint please notify the Headmaster

For information about how the College manages child safeguarding-related complaints, as well as any child safety incidents or concerns at or involving the College or its staff members, please refer to our Procedures for Managing Child Safety Incidents or Concerns At or Involving the College or its Staff, Volunteers or Contractors, available on our public website.