

Northside Christian College Complaints Management Framework

Complaints Management

Complaints management is about resolving individual complaints, correcting mistakes when they occur and working to improve systems to reduce the chance of mistakes being repeated.

Northside Christian College's Complaints Management Framework has been developed to provide guidance to assist informed and intentional decisions around how the College resolves complaints.

Our approach

The College endeavours to resolve complaints quickly at the point where the complaint is received or after it is redirected to the appropriate area.

Principles

Complaints will be dealt with at the lowest reasonable level and will apply the principles of fairness (impartiality, confidentiality, transparency), accessibility, responsiveness, and efficiency with no detriment to the complainant.

Accessibility

In the first instance, please get in touch with the staff member directly involved in the complaint. For example email or telephone and ask for the relevant staff member.

Telephone: +61 (07) 3353 1266
Complaints may also be made via our website:
www.northside.qld.edu.au/about-us/contact

What is a complaint?

An expression of dissatisfaction about the College or action of the College, or its staff, by a person who is directly affected by the College or its action and includes complaints relating to:

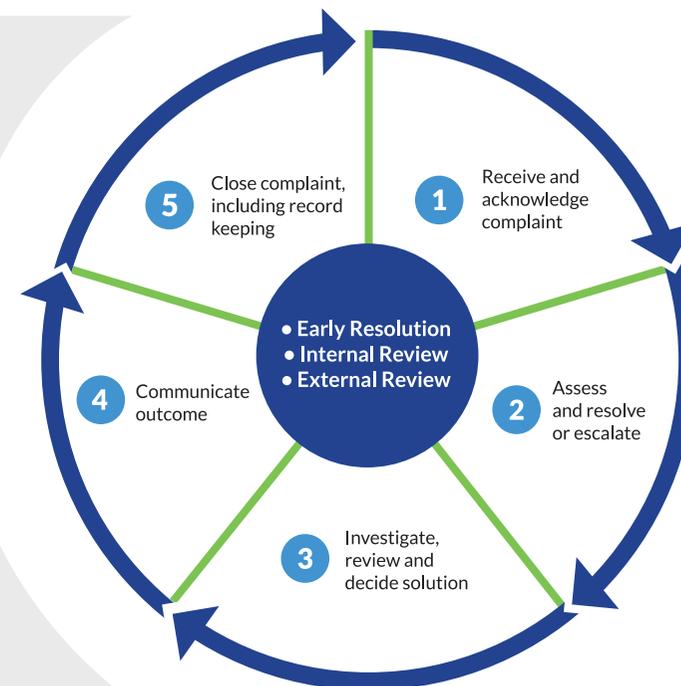
- A decision made or a failure to make a decision by an employee
- An act or failure to act by the College
- Formulation of a proposal or intention by the College
- Service provided by an employee of the College

What is not a complaint?

It is not a complaint when a person:

- Requests further information or requests a change in service
- Makes a suggestion for improving a service
- Expresses a concern or an opinion about a situation
- Provides feedback on an aspect of the College's performance
- Is not directly affected by the decision or action
- Provides information to the College

Five Step Process



The College's Complaints Management System aims to provide:

1. A variety of ways to make a complaint, so the complainant can choose what suits them.
2. Prompt initial acknowledgement of the complaint.
3. Someone who is willing to take time to understand their complaint, showing empathy with their frustration or annoyance, without necessarily agreeing with them immediately.
4. A description of likely timeframes, and if the timeline is substantial, an explanation.
5. A description of potential outcomes and any limits on what can be done for them.
6. Regular updating, including explanation of any unforeseen or extended delay.
7. A clear statement explaining the outcome of their complaint, whether favourable or not.
8. Some indication that, even if they have not got the outcome they were looking for, their complaint will lead to improved processes in the future.

Learning from complaints

- **Record keeping:** Ensure that adequate records are made and retained about the receipt, handling and outcomes of complaints.
- **Monitor trends:** Monitor trends on a regular basis as part of continuous improvement.
- **Continuous improvement:** Regularly analyse, report and review the subject matter and outcomes of complaints to make system improvements.
- **Integration:** Use information gathered from complaints to review the systems, services and procedures of the College as a whole.

Complaint categories used to record and track complaints:	Excluded complaints outside of the scope of this framework will be managed through different processes, including:
<ul style="list-style-type: none"> • Educational / Curriculum / Co-curricular • Service and processes • Student, Staff and Volunteers • Health and Safety • Policies and Procedures • Communication • Other 	<ul style="list-style-type: none"> • Child protection • Industrial matters • Certain decisions made as a requirement of legislation

The College's Complaints Management System has three levels of review:

- 1

Frontline complaints handling (early resolution)

Early resolution covers complaints resolved by the first point of contact within the College or when directed to the appropriate area. The majority of complaints are resolved by staff who are directly involved in the complaint.
- 2

Internal formal review

Internal assessment, investigation and/or review is to be used when a complaint is serious or complex, or when a complaint cannot be resolved by frontline staff. Assessment and investigation will be conducted by a staff member with the necessary knowledge and experience to conduct an efficient and effective investigation. In general, the matter will not be investigated until the complainant has tried to resolve the problem directly with a staff member connected with the complaint.
- 3

External assessment, investigation or review

Considered where a complaint raises significant or complex issues for either the complainant or the organisation and it is felt that the College cannot review the complaint itself.

Supporting Resources – Policies and Procedures

- Complaints (Formal) Policy and Procedures
 - Whistle-blower
 - Anti-Discrimination
 - Workplace Harassment and Bullying
 - Dispute Resolution
 - WHS Dispute Resolution