



## Complaints Handling Guide

St Edmund's College welcomes feedback from all members of the College community and takes all complaints or concerns that may be raised seriously. This Complaints Handling Guide is designed to assist you to understand our complaints handling process.

### What is a Complaint?

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

### St Edmund's College's Commitment

St Edmund's College 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).

### Informal Complaints Resolution

The vast majority of issues causing concern in schools can be handled quickly and in an informal manner. In most cases these issues can be resolved through informal discussions with appropriate staff members.

### 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 [secmail@sec.qld.edu.au](mailto:secmail@sec.qld.edu.au)
2. Writing a letter to the College addressed to "The Complaints Manager".

All formal complaints will be managed in accordance with the following procedure.

### Our Internal Complaints Handling Process

**Step 1** - All formal complaints are screened by one of our Complaints Officers, the Complaints Manager, or, in the case of a complaint directly related to conduct by the Principal, Deputy Principal or Member of the School Board, the EREA Regional Director.



**Step 2** – All valid complaints will be acknowledged in writing as soon as practicable, and in any event within 10 business days. They will be allocated a status, priority and target resolution date. It is our policy, where possible, to commence an initial investigation and make a preliminary determination within 10 business days of acknowledging the complaint.

**Step 3** – The Complaints Officer shall conduct an investigation into the issues raised, following principles of procedural fairness, and make a determination.

**Step 4** - Following the determination, if appropriate, the Complaints Officer shall formulate a resolution and provide a written response 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 Principal or the Principal's delegate, who may seek additional information or submissions from the relevant parties. The Principal or their delegate seek to resolve all disputes within 20 business days of the acknowledgement of the complaint. The matter will be closed if the response of the Principal, or their delegate, is accepted. Where appropriate, the matter may be escalated to the EREA Regional Director.

**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.