

Complaints Handling Procedures (How to Make a Complaint)

Trinity College “the College” recognises that from time-to-time there may be instances where individuals or organisations disagree with the way the College has managed its services or operations may wish to lodge a complaint. Such individuals may include parents/guardians, students, volunteers, suppliers, and members of the general public.

The College welcomes feedback from all members of its community and takes all complaints or concerns that may be raised seriously. The College acknowledges that complaints present an opportunity to improve service delivery and is committed to resolving complaints in an efficient, fair and timely manner. The College recognises that its complaints handling procedures must be fair, transparent and equitable to the complainant as well as the person about whom the complaint is made.

The Complaints Handling Procedures are designed to assist people to understand our complaints handling process.

What is a Complaint?

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

The College’s Commitment

The College is committed to handling complaints in a manner consistent with our values and The Charter for Catholic Schools in the Edmund Rice Tradition, modelling the Gospel practices of forgiveness, reconciliation, and the dignity of all, by the manner in which conflict is resolved. In responding to complaints, we adopt processes that are timely, fair, restorative, and respectful. The College seeks to be transparent in responding to and resolving complaints.

To manage complaints effectively, the College has 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 organisations).

Our complaints 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.

Many issues causing concern in schools can be handled quickly and in an informal manner. In most cases these issues can be resolved at the school level through informal discussions with appropriate staff members.

In receiving and responding to complaints, the following guiding principles will inform and direct the College's actions:

1. Complaints of a School-based nature will, generally, be managed at the School level, with the parties involved expected to act in good faith and work together with respect and openness to achieve an outcome acceptable to all parties. Complaints that are unable to be resolved at School level must first be escalated to the CEO (EREA Colleges Ltd) or their delegate in the Executive Team.
2. Complaints are received and managed in a way that is appropriately private, respectful, culturally safe and sensitive to the diverse circumstances of children and students, as well as providing support to vulnerable children and students.
3. Complainants can expect their concern or complaint to be taken seriously, to be dealt with in a way that is culturally respectful, and to be responded to in a confidential, thorough and timely manner.
4. Schools, staff members and volunteers will be informed of all complaints that are made about them, where permitted.
5. Complainants and the person(s) against whom the complaint is made have the right to be heard and to expect that procedural fairness will be observed.
6. Confidentiality, protection of privacy, respect, access, dignity and impartiality will form the basis of the complaints raising, reviewing and resolution process.
7. The complaints resolution process will seek to achieve the restoration of good and respectful relationships.
8. The best interests of the school community together with the interests of the complainant and the subject of the complaint will be taken into account.
9. Recordkeeping, reporting, privacy and employment law obligations will be complied with when receiving and handling complaints.

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@trinity.wa.edu.au.
2. Writing a letter to the College addressed to "The Complaints Manager", 2 Trinity Avenue, East Perth WA 6004.
3. Feedback function for Complaints is available on the [College website](#).
4. Phoning the College on 08 9219 1120 to register your concern.

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

The College will accept anonymous complaints and will investigate the issues raised if sufficient information is provided.

Internal Complaints Handling Process

Each complaint received (usually formal complaint) by the College will be assessed by the College Complaints Officer to determine if it constitutes a valid complaint.

The College will acknowledge the receipt of a complaint within three (3) business days. If a complaint is deemed valid, the following procedure applies:

Step 1 – Formal complaints are logged through the College's online complaints management system where they are screened by our Complaints Officer.

Step 2 – All complaints, which have been confirmed as valid by the Complaints Officer, will be acknowledged in writing as soon as practicable, and always within 10 business days. They will be allocated status, priority and target resolution date.

Step 3 – The Complaints Officer shall commence an investigation into the issues raised, following principles of procedural fairness and make a determination. The investigation will establish the circumstances of alleged events and explore options for resolution.

Investigations may consist of interviews with involved parties or subject matter experts and/or documentation to determine the full circumstances leading to the complaint. Following completion of the investigation the Complaints Officer will make a determination and recommendation to the Principal.

The following people are required to accept the recommendation to resolve and close the Complaint:

- School operations related with no exposure to child safety:
 - Student - Deputy Principal Student Wellbeing or Principal
 - Parent or volunteer - Vice Principal or delegate
 - Teacher / Staff member - Vice Principal or delegate
 - Member of the Leadership Team - Principal
 - Member of the Advisory Council - College Principal and EREA Regional Director
 - Chair of the Advisory Council - EREA Regional Director
- School related with child safety implications - Principal or delegate and Child Safeguarding Officer
- Child safety related where the matter requires disclosure to external third parties - Principal, CEO (EREA Colleges Ltd) and EREA Director of Safeguarding and Professional Standards
- Complaint related to the Principal - CEO (EREA Colleges Ltd)

The Principal and CEO (EREA Colleges Ltd) (or their delegates) will work jointly to ensure all complaints, where possible, are resolved within 20 business days of the acknowledgement of the complaint.

Step 4 – Following the agreement of the recommendation by the Principal, 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 (please note: the CEO of EREA Colleges Ltd will assume this responsibility where the complaint relates to the Principal).

Step 5 – Where the initial response is not acceptable to the complainant the matter will first be escalated to the CEO (EREA Colleges Ltd) and then the Chair of EREA Colleges Ltd, should the CEO's resolution not be acceptable to the complainant. The Chair may seek additional information or submissions from the relevant parties. The matter will be closed if the response of the Chair is accepted.

The Principal (or delegate) and CEO (EREA Colleges Ltd) will work jointly to ensure all escalated complaints, where possible, are resolved within 20 business days of the acknowledgement of the complaint

Step 6 – If the matter remains unresolved, the complainant may pursue external resolution alternatives.

Step 7 – All valid complaints received, either verbal or written, will be entered into our Complaints Register. Resolution and corrective action(s) taken will also be recorded in the Register.

Who Handles Complaints?

At the College level against:

- A student – Deputy Principal Student Wellbeing or Principal
- A parent or volunteer – Vice Principal or their delegate
- A teacher or other staff member – Vice Principal or their delegate
- A member of College Leadership Team – Principal or their delegate
- College Principal – CEO (EREA Colleges Ltd)
- Member of the College Advisory Council – Principal and EREA Colleges Regional Director
- Chair of the Advisory Council – EREA Colleges Regional Director

Managing Conflict of Interests

To ensure effective management of a conflict of interests, they must be declared as early in the complaints handling process as possible – whether it be disclosed by the complainant or identified by the Complaints Officer. This will provide the Principal and/or CEO (EREA Colleges Ltd) enough time to consider the conflict and plan for a mitigation, if appropriate.

Role of Director General

Please Note: Any student, parent or community member is entitled to contact the Director General with concerns about how the College has dealt with a complaint. The Director General (Department of Education) is responsible for ensuring that the College is compliant with the Registration Standards, which includes effective complaint handling processes. Information is available on the Department of Education website: www.education.wa.edu.au/non-government-school-concerns.

Complaints Relating to Child Protection

There may, at times, be concerns or complaints relating to the College's Child Safeguarding Program. When a child safeguarding complaint is received by the College, it must first determine if the complaint triggers mandatory reporting to the appropriate police and/or child protection agencies. If so, the College must undertake that report.

In formalising a mandatory report, the College will use reasonable endeavours to follow its procedures for responding to and reporting child protection incidents.

Child safeguarding complaints that do not raise concerns of unreported abuse, or risk of abuse, will be managed in the same manner as other complaints received by the College. The complaints will be recorded to ensure that any further developments relating to the same incident or issue are monitored.

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.

Personal, 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.

Trinity College Complaints Personnel

Principal	Darren O'Neill
Vice Principal	Brendan Chapman
Leadership Team	Darren O'Neill Brendan Chapman Anthony Byrne Julian Fritz Tim Hince Geoff Searle
Complaints Officer	Brendan Chapman
CEO (EREA Colleges Ltd)	Chris Woolley
EREA Colleges Director of Safeguarding & Professional Standards	Peter Simpson
EREA Colleges Regional Director	Chris Leadbetter

RELATED RESOURCES

The following resources can be read in conjunction with the current document:

- EREA Colleges Complaints Handling Policy
- EREA Colleges Code of Conduct
- CEWA Child Protection Framework
- EREA Colleges Privacy Policy
- EREA Colleges Conflicts of Interest Policy

POLICY NAME:	Complaints Handling Procedures (How to Make a Complaint)
POLICY AREA:	Student Safety & Wellbeing / Governance
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OWNER:	Deputy Principal – Student Wellbeing
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