



Red Bend Catholic College's Complaints Handling Policy

The College recognises that from time to time there might be instances where individuals or organisations may disagree with the way the College has handled matters and may wish to lodge a complaint. Such individuals may include parents, students, suppliers, local residents, and other external bodies with whom the College has dealings.

The College acknowledges that complaints present an opportunity to improve and is fully committed to resolving complaints in an efficient, fair and timely manner. The College recognises that its complaints handling procedures must be fair to the complainant as well as the person about whom the complaint is made. Accordingly, the College will:

- Acknowledge receipt of the complaint within two working days
- Treat all parties with sensitivity, respect and courtesy
- Investigate matters impartially and fairly
- Provide all parties with a response within 14 days, or provide interim information if a response is not yet available
- Provide clear reasons as to why any actions have been taken or are proposed to be taken
- Keep matters confidential
- Monitor the effectiveness of outcomes
- Provide a right of appeal to the principal if the College's response to the complaint is not satisfactory.

The College 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.

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.

Complaints and allegations of staff misconduct or reportable conduct are managed separately to other complaints. Please refer to our Child Protection Policy (available on our website) for more information.

Our Commitment

The 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 10002:20184 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 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. In most cases these issues can be resolved through informal discussions with appropriate staff members.

How Do I Make an Informal Complaint?

We ask that you first raise the matter directly with the relevant staff member. If the matter is not resolved to your satisfaction, please follow the formal complaints handling process below.

How Do I Make a Formal Complaint?

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

1. Sending an email to complaints@redbendcc.nsw.edu.au.
2. Writing a letter to the College addressed to "The Complaints Officer".
3. Telephoning the College on (02) 6852 2000 and asking to speak to the Deputy Principal.

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

Our Formal Complaints Handling Process

Step 1 - All formal complaints are logged through our online complaints management system where they are screened by one of our Complaints Officers, or in the case of complaints against the Principal by the Regional Director of Marist Schools Australia.

Step 2 – All valid formal 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.

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 14 days from the date that the review process is initiated. The matter will be closed if the response of the Principal, or their delegate, is accepted.

Step 6 - All formal 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 through the Regional Director Marist Schools Australia, or other relevant agencies.

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.