

Complaints Handling Policy

1. Purpose

St Michael's College recognises that from time to time there may be instances where individuals or organisations disagree with the way the St Michael's College has handled matters and may wish to lodge a complaint.

2. Scope

This policy applies to individuals or organisations and may include parents, students, suppliers, local residents and other external bodies with whom St Michael's has dealings.

3. Definition

Complaints Handling presents an opportunity for the College to review and update procedures and the College is fully committed to resolving complaints in an efficient, fair and timely manner. The College recognises that complaints handling procedures must be fair to the complainant as well as the person about whom the complaint is made.

4. Statement

It is the policy of St Michael's College regarding the following matters:

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 review to the Principal and Chair of the Board of Directors if the College's response to the complaint is not satisfactory.

Making a Complaint

Complainants are requested, where appropriate, to first raise the matter directly with the relevant staff member. If that is not appropriate or the issue was not addressed to the complainant's satisfaction, contact should be made with the Principal's Assistant on 8356 5966 or at pa@smc.sa.edu.au.

Complaints Relating to Child Protection Incidents

If concerns of this nature are raised by the complainant, the College's Policies and Procedures for Responding to and Reporting Child Protection Incidents should be followed.

5. Related policies, procedures and support documents

This Policy is to be read in conjunction with the following documents:

- Protective Practices
- Grievance Policy
- Responding to Bullying and Harassment in the Workplace
- ISO 10002:2014 International Complaints Handling Standard

6. Revision Record

Document Title	Complaints Handling
Document Type	Policy
Document Date	March 2018
Policy Owner	Office of Principal
Approval Authority	Principal
Risk Rating	Extreme
Review Date	March 2019
Revision History	New policy 2018

7. Risk Matrix

Likelihood	Consequences				
	1. Insignificant	2. Minor	3. Moderate	4. Major	5. Catastrophic
A. (Almost Certain)	M	M	H	E	E
B. (Likely)	L	M	H	E	E
C. (Possible)	L	M	M	H	E
D. (Unlikely)	L	L	M	M	H
E. (Rare)	L	L	L	M	H