

Policy

Complaints Handling Policy

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 and or provide positive or negative feedback.

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.

DEFINITION

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

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;
- record the complaint and any action taken on the Complaints Register.

Making a Complaint

A complaint or feedback may be provided to the College by phone, email, verbal or online via the College website.

If a complaint or feedback is received by email or phone then the person receiving the complaint will be required to complete the online form located on the Staff Admin Portal and attach any documentation received from the complainant.

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.



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

REVISION RECORD

Document Title	Complaints Handling		
Document Type	Policy <input checked="" type="checkbox"/>	Procedure <input type="checkbox"/>	
Document Date	March 2018		
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Approval Authority	Principal		
Risk Rating	Extreme		
Review Date	July 2021		
Revision History	New policy 2018		
Policy Distribution	Staff Admin Portal <input checked="" type="checkbox"/>	SEQTA <input checked="" type="checkbox"/>	Website <input checked="" type="checkbox"/>

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