

# Complaints Handling Procedures



## Contents

1.	PURPOSE.....	3
2.	DEALING WITH COMPLAINTS .....	3
2.1	Complaints.....	3
2.2	Informal Complaints.....	3
3.	L.E.A.R.N.™ COMPLAINTS HANDLING TECHNIQUE .....	4
4.	FORMAL COMPLAINT.....	5
4.1	Guidelines for Submitting a Formal Complaint .....	5
5.	TIMEFRAMES FOR FORMAL COMPLAINTS .....	5
5.1	Immediate Acknowledgement of Formal Complaint .....	5
5.2	Target Resolution Within 14 Days.....	6
5.3	Extension Beyond 14 Days.....	6
6.	STUDENT COMPLAINTS .....	6
6.1	Step 1: Attempt to Resolve the Complaint Informally .....	6
6.1.1	Students .....	7
6.1.2	Staff Member .....	7
6.2	Step 2: Raise the Issue .....	7
6.3	Student Formal Complaint.....	9
6.3.1	Assessing a Formal Complaint .....	10
6.3.2	Managing a Formal Complaint .....	10
6.4	Appeals .....	10
6.4.1	Academic Appeals: Regis Campus .....	10
6.4.2	Academic Appeals: Years 7 to 10 .....	10
6.4.3	Academic Appeals: Years 11 and 12.....	11
7.	STAFF COMPLAINTS .....	11
7.1	Staff Informal Complaint.....	11
7.1.1	Step 1: Attempt to Resolve the Complaint Informally .....	11
7.1.2	Step 2: Raise the Issue .....	12
7.1.3	Step 3: Informal Investigation .....	12
7.2	Staff Formal Investigation.....	12
7.2.1	Staff Formal Complaint Escalation .....	13
8.	STAFF MISCONDUCT OR REPORTABLE CONDUCT COMPLAINTS .....	14
8.1	Staff Misconduct and Reportable Conduct.....	14
8.2	Making a Complaint or Allegation of Staff Misconduct or Reportable Conduct .....	14
8.3	Investigating Complaints and Managing Staff Misconduct and Reportable Conduct .....	14
8.4	Staff Misconduct .....	14

8.5	Reportable Conduct .....	15
8.6	Disclosing Information to the College Community.....	15
9.	DEFINITIONS AND ACRONYMS .....	16
10.	RELATED POLICIES & SUPPORTING DOCUMENTS .....	16
11.	DOCUMENT CONTROL.....	17

---

## 1. PURPOSE

Saint Ignatius' College Riverview is committed to resolving all complaints in a fair, transparent and consistent manner. The following procedures provide a process for members of the College community who feel that they have grounds for complaint, to seek resolution of these issues, including:

- students and parents
- staff
- contractors, volunteers and external stakeholders

These procedures are designed to encourage the reporting of unacceptable behaviour and promote appropriate standards of conduct at all times.

These procedures are not appropriate for the reporting of child protection matters where specific requirements under legislation must be complied with. The College has a separate policy, reporting protocol and procedures for child safeguarding and protection.

---

## 2. DEALING WITH COMPLAINTS

### 2.1 Complaints

A complaint is an expression of dissatisfaction made to the College about an educational and/or operational matter relating to services provided by the College or the behaviour or decisions of a staff member, contractor or volunteer, including misconduct.

Complaints may be made by any member of the College community. All members of the College community are strongly encouraged to maintain respectful and collaborative working relationships and quickly address any misunderstandings should they arise. However, the College recognises a person may feel aggrieved in the course of their engagement with the College or feel that a situation cannot be addressed informally and believe that the situation is serious enough to warrant formal complaint.

The College will seek to resolve complaints informally where possible but acknowledges that in some cases a person may wish to make a formal complaint.

### 2.2 Informal Complaints

An informal complaint is a complaint that can be resolved at the time the complaint is made or received, or very shortly after it is received. The nature of the complaint can be addressed by the first point of contact staff.

In the first instance the person with the complaint should attempt to resolve the issue informally in the area where the complaint arose, unless there is a compelling reason why this is not appropriate. The formal process requires you to outline the history of the complaint and your attempts to resolve it. One of the key aims of the Complaints Handling Policy is to maintain good pastoral relations between all parties.

Handling a verbal complaint efficiently requires patience and skill to avoid an initially negative situation becoming even more negative and escalating into a dispute. Applying the L.E.A.R.N.™ Complaints Handling Technique minimises the potential for complaints to escalate into disputes. The L.E.A.R.N. Complaints Handling Technique image provides additional information on best practice for respectful and constructive engagement in handling a complaint.

---

### **3. L.E.A.R.N.™ COMPLAINTS HANDLING TECHNIQUE**

When a verbal complaint is received, it is important to follow the L.E.A.R.N.™ Complaints Handling Technique. The mnemonic is designed as a reminder that every complaint, whether informal or formal, is an opportunity to learn, and find ways to improve the College's services and operations.

#### **Listen**

This is the first step in the complaints handling process. In face-to-face meetings, listening involves body language, as much as the ears. Allow the complainant to explain their position without being interrupted. Ask open-ended questions and focus on the details of the complaint, without thinking ahead to possible solutions or responses. If the complainant is agitated or aggressive, remain calm and level-headed.

#### **Empathise**

Empathy is, at its simplest, awareness of the feelings and emotions of others. Put yourself in the shoes of the complainant. This is how you can attempt to understand what they are experiencing. Internally naming the emotions the complainant is feeling can help with this step. Showing empathy can help you to begin to resolve the situation.

#### **Acknowledge**

It is important to acknowledge the complaint. You can do this by repeating the facts as you understand them. At this point you may acknowledge how the complainant may be feeling. e.g. "that must have been very frustrating." In appropriate circumstances you may also offer an apology, "I'm sorry for the inconvenience this has caused." If offering an apology, be careful not to admit default as this may lead to legal liability issues at a later time.

#### **Respond**

How you respond will very much depend on the circumstances of the complaint. Minor complaints may be dealt with immediately by providing an assurance that action will be taken. More significant complaints may require providing an overview of the College's complaints handling process and an undertaking to refer the matter on. At this stage you may ask the complainant what solution they would like to see.

## Notify

All complaints, including minor complaints, should be logged. Keeping records of minor complaints can identify systemic issues. More serious complaints should be referred for action by a Complaints Officer.

---

## 4. FORMAL COMPLAINT

A formal complaint is a matter to be investigated according to formal complaint processes. This includes complaints which cannot be resolved through informal processes or mediation, where disciplinary action against a student or staff member may be an outcome of the investigation.

A formal complaint is one that requires further investigation and/or written acknowledgement and response.

### 4.1 Guidelines for Submitting a Formal Complaint

The College regards formal complaints as serious matters that have the potential to affect the reputation and career of staff or the prospect of students continuing at the College. Therefore, formal complaints must be considered carefully before entering into and made in a formal manner according to the following guidelines:

- Formal complaints can be made by completing the online form or in writing.
- All written complaints must be signed by the complainant (unless the Principal decides that this is not appropriate because of the nature of the complaint or to protect the complainant)
- The written complaint should:
  - clearly outline the nature of the complaint and specify individuals involved.
  - include all relevant supporting material available, such as emails and notes of verbal communication including, where appropriate, the names of witnesses
  - outline the history of the complaint and the attempts to resolve it.
  - be directed to the Principal, Complaints Handling Manager or a Complaints Handling Officer, as appropriate.

All complaints will be treated seriously. The College will determine the most appropriate method of dealing with the formal complaint.

A complainant, and the relevant parties that the complaint is about, may choose to have an appropriate support person present at any meeting with representatives of the College regarding the complaint. However, the College maintains the right to determine whether the person's preferred support person is appropriate and may not approve the attendance of a support person where they are determined by the College to be inappropriate.

---

## 5. TIMEFRAMES FOR FORMAL COMPLAINTS

### 5.1 Immediate Acknowledgement of Formal Complaint

The College will aim to immediately acknowledge the receipt of formal complaints and address them promptly in accordance with their degree of urgency.

Where the College cannot acknowledge a complaint immediately, acknowledgement should be made as soon as practicable and, in any event, within three working days allowing for public holidays and College holiday shutdown periods.

### 5.2 Target Resolution Within 14 Days

The College aims to resolve all complaints within 14 working days, with the initial investigation completed within 7 days, if practicable and depending on the complexity of the complaint.

### 5.3 Extension Beyond 14 Days

If the College is unable to respond to a complaint within 14 days, a Complaints Handling Officer will, prior to the end of the 14-day period:

- Contact the complainant by telephone, if possible, or otherwise in writing;
- Advise them of the reasons for the delay in resolution of their complaint; and
- Advise them of a new target resolution date.

A Complaints Handling Officer will keep the complainant regularly updated on the status of their complaint.

---

## 6. STUDENT COMPLAINTS

The College recognises there may be occasions when a student perceives:

- He has received an unfair or inappropriate response to a behavioural issue; or
- An academic result does not correspond to the level of effort and/or ability put into a task.

The following procedures outline the process by which a student or parent/carer may seek review of the matter. One of the key aims of the Complaints Handling Policy and Procedures is to maintain good pastoral relations between all parties.

### 6.1 Step 1: Attempt to Resolve the Complaint Informally

Attempt to resolve the issue informally within the area where the complaint arose, unless there is a compelling reason why this is not appropriate i.e. the student takes their complaint directly to the subject/consequence-issuing staff member:

- An informal complaint may be made in writing via email or face-to-face via a meeting.
- If there are several issues involved in the complaint, they will be dealt with one at a time.
- Complaints will be responded to by the staff member where the complaint arose within 3 working days
- Students may seek a support person (usually HoH, Assistant HoH or mentor) or parent during the complaint process.
- Parties will be encouraged to resolve the matter together in the first instance
- Informal complaint resolution will involve the minimum number of people
- Parents/Carers will be kept informed, where applicable, of matters pertaining to the complaint
- Complaints of an academic nature are to be lodged within a period of five days from formal notification of an academic result or a consequence

In all instances during each step of the complaint process, it is important for all parties to be aware of and adhere to their responsibilities as outlined.

### 6.1.1 Students

Whether the informal complaint is made through the online form, in writing via email or face-to-face via a meeting:

- Specify the issue or enquiry in a calm, clear way and within the specified time if an academic complaint
- Not knowingly present an unjustified complaint
- During any meeting regarding the complaint, speak to others in a calm and respectful manner
- Listen to advice and fair comment
- Have the right to choose the procedural course of action

### 6.1.2 Staff Member

Respond to the student's complaint within 3 days of receiving the complaint.

Listen to the student's complaint with regard to procedural fairness (refer to the Pastoral Care and Behaviour Management Policy and Procedures)

Apply the L.E.A.R.N. Complaints Handling Techniques including, but not limited to -

- Being objective and fair in dealing with the matter
- Acknowledging the complaint

Provide appropriate justification for the result/ issue/ consequence.

Reassess the issue if deemed appropriate and fair.

Advise the student on the appropriate pathway for proceeding if the complaint remains unresolved.

## 6.2 Step 2: Raise the Issue

If the complaint cannot be resolved with the Staff member where the complaint arose, or the Staff member has not taken action within the 3 day period, the student may raise the complaint to the relevant Director of Regis, Head of House, Head of Faculty or Director of Boarding, as relevant.

If the complaint involves the Director of Regis, Head of House, Head of Faculty or Director of Boarding, the complaint should be directed to the appropriate Complaints Handling Officer.

If the complaint involves a Complaints Handling Officer, then it should be raised with another Complaints Handling Officer or the Principal. Should the complaint involve the Principal the complaint should be made in writing to the Chair of the Board, via [email](#).

Whenever an informal complaint has been raised to the next level the following process will occur:

- Listen to the student's complaint
- Speak with the subject/consequence-issuing staff member and listen to the reasoning
- Reassess or recommend reassessment of the issue, if required
- Call a meeting of the parties, if deemed suitable
- Make a decision on the issue and communicate this to the student and the issuing staff member

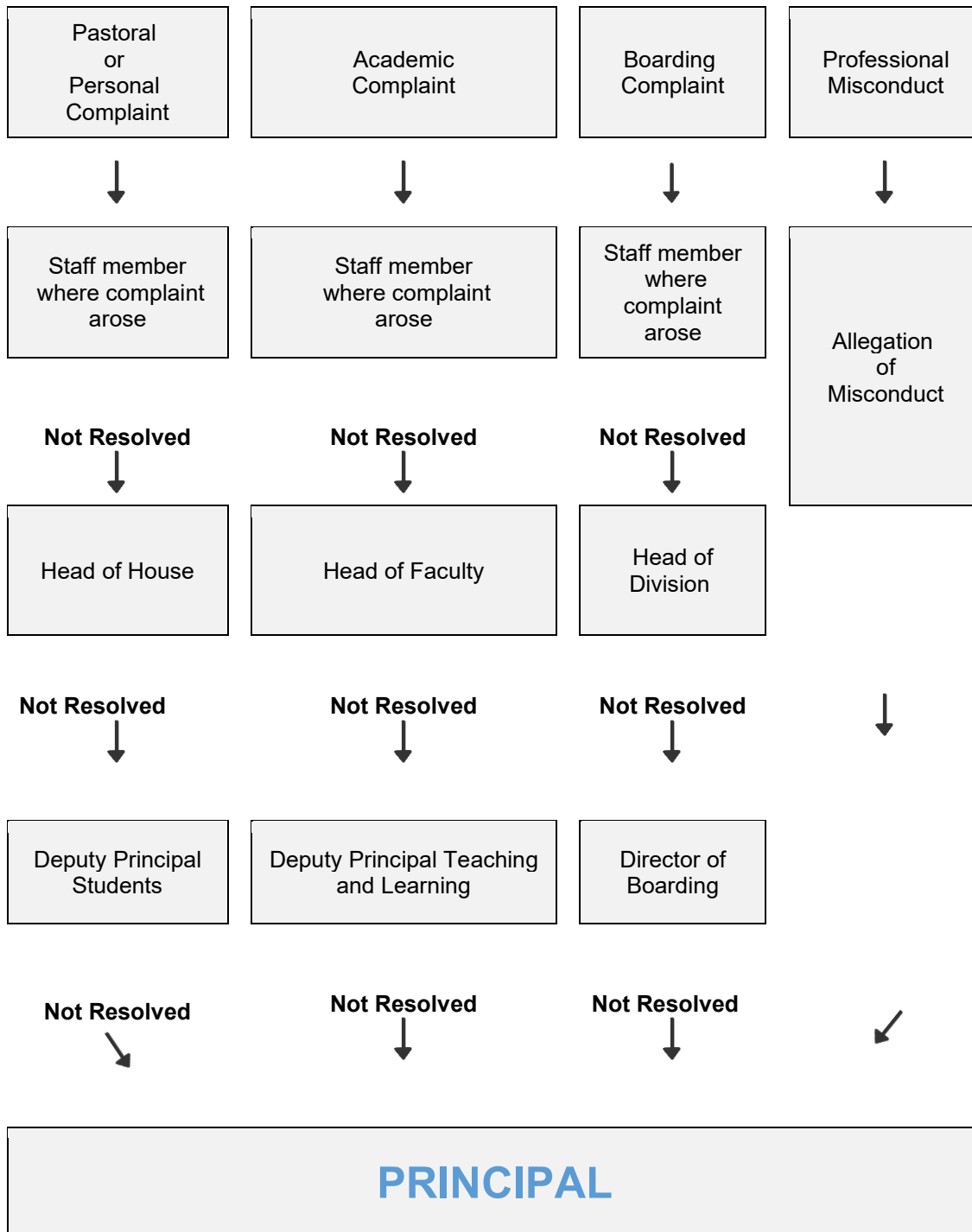
- Communicate information to any other relevant parties, where the need arises
- Should the student complaint remain unresolved the matter is raised further to the next level as outlined in the flow chart below.

Where an informal complaint is raised to the Principal, the Principal will:

- Consider all of the information available and that procedural fairness has been used
- Assess the complaint and:
  - o Advise the complainant of the likely steps that will be undertaken by the College in relation to the complaint
  - o If appropriate, advise the relevant parties of the complaint at the relevant time and provide them with an opportunity to respond
  - o Collect any additional information the College considers necessary to assess the complaint
  - o Make a decision about how the complaint will be resolved, and
  - o Advise the complainant in writing, and any other relevant parties as appropriate, of the resolution decision of the Principal/Delegate and if appropriate, any proposed action to be taken.

The following flow chart outlines the Student Complaint process:

# Summary of Student Complaint Process



## 6.3 Student Formal Complaint

When a complaint cannot be satisfactorily resolved informally, or the complaint relates to allegations of misconduct, a student or parent/carer may choose to pursue a formal complaint by following the formal complaints guidelines outlined above.

### 6.3.1 Assessing a Formal Complaint

The Principal/Delegate generally will assess the complaint and determine:

- Whether the complaint is one to be addressed under this policy or is a reportable conduct matter which are dealt with by the relevant policies.
- The priority of the complaint in accordance with the urgency and/or seriousness of the matter raised.
- Whether the College may be required to report the matter to the Police, Department of Communities and Justice, Office of the Children’s Guardian, or other relevant authorities should the complaint relate to possible unlawful conduct or other reportable matters.

### 6.3.2 Managing a Formal Complaint

The Principal/Delegate generally will manage a formal complaint.

The Principal/Delegate will advise the complainant of the likely steps that will be undertaken by the College in relation to the complaint:

- If appropriate, advise the relevant parties of the complaint at the relevant time and provide them with an opportunity to respond;
- Collect any additional information the College considers necessary to assess the complaint;
- Make a decision about how the complaint will be resolved; and
- Advise the complainant in writing, and any other relevant parties as appropriate, of the resolution decision of the Principal/Delegate and if appropriate, any proposed action to be taken.

There may be circumstances where some of the steps outlined above are not appropriate and the College will determine, on a case-by-case basis the most appropriate method of handling the complaint.

## 6.4 Appeals

Any appeal against the resolution of a complaint should be made in writing to the Principal, or if the appeal involves the Principal, then the Chair of the College Board. An appeal is only likely to be considered if there is evidence that there was a procedural problem with the investigation.

The Principal, at his/her discretion, will consider the application for an appeal and will either direct that the complaint be re-examined or direct that the matter be closed.

### 6.4.1 Academic Appeals: Regis Campus

Complaints about academic assessment are, in the first instance, to be referred to the appropriate classroom teacher. Where this appears to be inappropriate, or satisfactory resolution is not achieved, they are to be brought to the Director of Regis.

### 6.4.2 Academic Appeals: Years 7 to 10

Detailed guidelines for academic assessment in Years 7 to 10 are listed in the College Assessment and Reporting Policy (7-10). Where a student believes that a piece of work has been inaccurately marked or graded, the student should first approach the class teacher for clarification as outlined in the Informal Complaints steps.

If unable to be resolved with the class teacher, the issue may be taken to the Head of Faculty and thereafter to the Deputy Principal of Teaching and Learning. In the event that the

complaint remains unresolved, the formal complaints procedure as outlined in this document should be followed.

### 6.4.3 Academic Appeals: Years 11 and 12

Detailed guidelines for academic assessment in Years 11 and 12 and the processes for appeal are detailed in the College Curriculum Policy and Assessment and Reporting Policy.

Appeals against an Assessment Task result should occur within five (5) school days of the task being returned to the student. The initial approach should be to the appropriate teacher with escalation to the Head of Faculty and then Deputy Principal of Teaching and Learning as outlined in the flow chart at Figure 1. In all instances involving a complaint against an HSC Assessment task, the complaint should be in writing.

The College will deal with all Year 11 and 12 academic complaints in accordance with the processes outlined by the Curriculum Policy and Assessment and Reporting Policy and the NSW Board of Studies Assessment Certification and Examination Manual. In the event of conflict between these documents, the NSW Board of Studies Assessment Certification and the Examination Manual will take precedence.

---

## 7. STAFF COMPLAINTS

One of the key aims of the College Complaints Handling Policy and Procedures is to maintain good pastoral relations between all parties.

### 7.1 Staff Informal Complaint

The following procedures outline the process by which a staff member may make an Informal Complaint.

Complaints may be made through the online form, in writing via [email](#) or face-to-face via a meeting. However a meeting in person is preferable to avoid misunderstanding and for the concern to be addressed promptly.

Parties will be encouraged to resolve the matter together in the first instance.

Complaint resolution will involve the minimum number of people.

Apply the L.E.A.R.N. Complaints Handling technique to any meeting or discussion you may be involved with regarding a complaint.

#### 7.1.1 Step 1: Attempt to Resolve the Complaint Informally

As soon as reasonably possible after the situation occurred, attempt to resolve the issue informally with the person or within the area where the complaint arose, unless there is a compelling reason why this is not appropriate.

Approach the person calmly and quietly to arrange a mutually convenient time to meet and confidentially discuss with the person your concern.

If it is not appropriate to handle the problem yourself, or you would like to discuss the issue for the express purpose of seeking information to decide an appropriate approach, you may:

- Contact any manager, or
- ACCESS the providers of the College's Employee Assistance Program on 1800 81 87 28

Be aware that if a complaint is serious, such as a matter that poses a risk to your health and safety, a manager may be legally obliged to take action and advise the College. In such a circumstance the complaint may not be kept confidential.

However, you may also choose to go straight to Step 2.

### 7.1.2 Step 2: Raise the Issue

If the complaint cannot be resolved with the Staff member where the complaint arose, the concern should be raised to your immediate supervisor for initial discussion.

Should your immediate supervisor be the person with whom you have the complaint, raise the complaint with the Chief People Officer, or, if not available or appropriate, another Deputy. The supervisor, Chief People Officer or Deputy Principal you speak to should attempt to resolve the matter where possible.

You may take a friend with you to this meeting as a support person however, the person may not advocate on your behalf.

If your complaint cannot be easily resolved, an informal investigation may be conducted.

If your complaint is of a serious nature, the Chief People Officer or the Deputy Principal may decide that a formal investigation is warranted

### 7.1.3 Step 3: Informal Investigation

An informal investigation would generally involve the following:

- The Chief People Officer (or another Executive member nominated by the Principal) will usually investigate the complaint
- The Chief People Officer will usually confidentially advise your immediate supervisor of the proposed course of action
- Any named respondent/s may be informed of the complaint and given the opportunity to respond to the complaint
- The Deputy Principal will attempt to resolve the complaint by conducting a mediation/conciliation conference between yourself and any relevant parties - matters discussed must be kept confidential. Failure to do so should may result in disciplinary action, except in circumstances where disclosure is required by law.

If the complaint is able to be resolved informally, a record will be made of this and all discussions, and any agreed outcomes are to be confirmed in writing, signed by the parties and monitored.

If the complaint cannot be resolved informally a formal investigation may be conducted.

## 7.2 Staff Formal Investigation

When a complaint cannot be satisfactorily resolved informally or is of a serious nature a formal investigation may be conducted. Usually the Chief People Officer, or another member of the Executive

nominated by the Principal (known as the Complaints Handling Officer), will investigate the complaint. The formal investigation generally involves the following:

- You will be asked to put your complaint in writing; however, this is not mandatory.
- If your complaint is verbal, the Complaints Handling Officer will outline your complaint in writing and show you a copy of the outline to ensure accuracy.
- As appropriate, the Complaints Handling Officer will provide either a copy of the written complaint, or an outline of the complaint as prepared by the Deputy Principal, to any named respondent/s.
- These named persons will have the opportunity to respond to the complaint, either verbally or in writing, within a reasonable period of time.
- To make a decision the Complaints Handling Officer will establish the facts by:
  - o Speaking to the complainant;
  - o Putting allegations that form the substance of the complaint to relevant persons; and
  - o Interviewing any relevant witnesses.

A written report containing findings and recommendations will be provided to the Chief People Officer and the Principal. Other members may be informed at the discretion of the Chief People Officer and the Principal.

If the complaint is established, a number of actions may be taken depending on the nature of the complaint. The respondent/s against whom the findings are made may be:

- Required to apologise, or
- Given a written warning
- Required to attend counselling or other professional development
- Transferred, demoted or dismissed.

If the complaint is not established due to lack of evidence the College may nevertheless take a number of actions. These may include training staff and monitoring staff behaviour.

If the complaint is found to be without substance, particularly where the complaint is considered to be vexatious or frivolous, appropriate action may be taken against the complainant, including:

- Counselling
- A written apology to the respondent/s
- An official warning, transfer, demotion or dismissal depending on the seriousness of the allegations.

If the formal investigation course fails to provide an acceptable solution, the Chief People Officer may choose to progress the appeal to the Principal for final decision.

### 7.2.1 Staff Formal Complaint Escalation

If the complaint is of a serious nature and not appropriate to address informally you may choose to submit a formal complaint by following the formal complaints guidelines outlined above.

If all steps have been exhausted in both the informal complaints and the formal complaints process, and you are not satisfied with the way in which your complaint was handled, you may contact the following external agencies to seek advice in certain areas of law.

- The Australian Human Rights Commission (discrimination and harassment)
- Work Cover, New South Wales (bullying and harassment occupational health and safety)
- Fair Work Australia

---

## 8. STAFF MISCONDUCT OR REPORTABLE CONDUCT COMPLAINTS

### 8.1 Staff Misconduct and Reportable Conduct

Reportable conduct is defined as:

- any sexual offence or sexual misconduct committed against, with or in the presence of a child (including a child pornography offence or an offence involving child abuse material);
- any assault, ill-treatment or neglect of a child; and
- any behaviour that causes psychological harm to a child whether or not, in any case, with the / consent of the child.

Refer to Staff Code of Conduct and Child Safeguarding Policy for further details.

Due to the sensitive nature and the potential for privacy and confidential issues, complaints involving allegations of staff misconduct and reportable conduct are handled in a different manner than other complaints received by the College.

### 8.2 Making a Complaint or Allegation of Staff Misconduct or Reportable Conduct

If you would like to make a complaint or provide feedback, you can do so by:

- Sending an email to Principal or Chief People Officer;
- Writing a letter to the College addressed to the Principal or Chief People Officer; or
- Telephoning the College and asking to speak to the Principal or Chief People Officer.

If the Principal or the Chief People Officer is the subject of your complaint or allegation of misconduct or reportable conduct, please contact the Chair of the Board via [email](#).

### 8.3 Investigating Complaints and Managing Staff Misconduct and Reportable Conduct

The College initially investigates all complaints and allegations to determine whether the conduct in question amounts to staff misconduct, or reportable conduct which must be further investigated and reported to the NSW Children's Guardian.

All investigations uphold the principles of procedural fairness and confidentiality - information is only shared with those who need to know.

### 8.4 Staff Misconduct

Following the College's initial investigation, when a complaint or allegation does not include conduct that is defined as reportable conduct, but it is determined through the College's investigation that staff misconduct has occurred, the College will notify the complainant of the finding and corrective actions that will be taken. Staff misconduct is managed through our People & Engagement policies and procedures relating to internal complaints, discipline and termination.

## 8.5 Reportable Conduct

After the Principal/Delegate becomes aware of a reportable allegation or conviction against an employee they must ensure that an appropriate investigation of the reportable allegation or conviction is conducted and completed within a reasonable time.

The Principal/Delegate must notify the Office of the Children's Guardian of the findings of the College's internal investigation into the matter.

The Principal/Delegate must inform the affected child and their parents/carers about any reportable conduct investigation unless it is "not in the public interest" to inform them.

Sometimes, where reportable conduct obligations arise, the College will also have other mandatory reporting obligations. In these situations, the College will prioritise its procedures for mandatory reporting to the Department of Communities and Justice and/or to Police and will seek advice from those agencies on the best way to proceed with the reportable conduct internal investigation.

Refer to the *Child Focussed Response to Complaints and Concerns* and *Safeguarding Incident Management* sections of the College's Safeguarding Policy for details.

## 8.6 Disclosing Information to the College Community

A parent or carer of a student who is an alleged victim of staff misconduct or reportable conduct has a legitimate interest in being told that their child is an alleged victim and of the nature of the complaint or allegation. The parent/carer and student also has a legitimate interest in being informed of the process, progress and findings of any investigation, and of any action that might be taken after the investigation is completed. Section 57 of the Children's Guardian Act imposes disclosure obligations and prohibitions on the Principal.

The disclosure obligations and prohibitions apply to information about a reportable conduct investigation. This includes information about the progress of an investigation, the findings and any action taken in response to the findings.

The Principal or an investigator working for the Principal must inform the affected child and their parents/carers about the reportable conduct investigation unless it is "not in the public interest" to inform them.

The Principal or an investigator working for the Principal must not disclose information about a reportable conduct investigation to anyone other than the affected child and their parents/carers. However, there are some exceptions to this rule. Disclosures can be made to certain people and entities, such as investigators and carers, if the disclosure is made to promote the safety or wellbeing of the child.

## 9. DEFINITIONS AND ACRONYMS

<b>Complaint</b>	<p>A complaint is an expression of dissatisfaction made to the College about an educational and/or operational matter relating to services provided by the College or the behaviour or decisions of a staff member, contractor or volunteer, including misconduct.</p> <p>The term “complaint” is used to refer collectively to any enquiry, comment, complaint or dispute raised by a person expressing dissatisfaction as to a particular circumstance, or situation, related to the College services or operations.</p>
<b>Informal Complaint</b>	<p>An informal complaint is a complaint that can be resolved at the time the complaint is made or received, or very shortly after it is received. The nature of the complaint can be addressed by the the first point of contact staff.</p>
<b>Formal Complaint</b>	<p>A formal complaint is one that requires further investigation and/or written acknowledgement and response.</p>
<b>Staff Misconduct</b>	<p>The College defines “staff misconduct” as conduct by a staff member that:</p> <ul style="list-style-type: none"> <li>– breaches the College’s Code of Conduct or other key policies/procedures</li> <li>– displays purposeful neglect of duties/responsibilities</li> <li>– involves alcohol and/or other substance abuse</li> <li>– is physically, verbally or emotionally abusive</li> <li>– endangers the safety or wellbeing of students or others at the College</li> </ul> <p>Staff misconduct is considered a child safety incident or concern for the purpose of our Child Safeguarding Policy</p>
<b>OCG</b>	<p>Office of the Children’s Guardian</p>

## 10. RELATED POLICIES & SUPPORTING DOCUMENTS

<b>Related Legislation</b>	<ul style="list-style-type: none"> <li>– Education Act 1990 (NSW)</li> <li>– Disability Discrimination Act 1992</li> <li>– Anti-Discrimination Act 1977</li> <li>– Privacy Act 1988</li> <li>– Children’s Guardian Act 2019 (NSW)</li> </ul>
<b>Related Policies</b>	<ul style="list-style-type: none"> <li>– Complaints Handling Policy</li> <li>– Child Safeguarding Policy</li> <li>– Privacy Policy</li> <li>– Discrimination, Harassment and Bullying Policy (Staff and Students)</li> </ul>
<b>Related Procedures</b>	<ul style="list-style-type: none"> <li>– Child Safeguarding Procedures</li> </ul>
<b>Related Documents</b>	<ul style="list-style-type: none"> <li>– Office of the OCG’s Reportable Conduct <a href="#">Fact Sheets</a></li> </ul>

	- NSW Registered and Accredited Individual Non-government Schools Manual
--	--

## 11. DOCUMENT CONTROL

TITLE	Complaints Handling Procedures
RESPONSIBLE OFFICER	Chief Risk Officer
CONTACT OFFICER	Chief Risk Officer
APPROVED BY	Principal
VERSION NUMBER	3.0
SUPERSEDED VERSION NUMBER	2.0
EFFECTIVE DATE	1 January 2025
NEXT REVISION DATE	2028