



Alta-1 College QLD Ltd  
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# Complaints Handling Policy & Procedure

Issue # 4

7 September 2022



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## COMPLAINTS HANDLING POLICY & PROCEDURE

<b>Purpose:</b>	The purpose of this policy is to ensure that student, parent/guardian and employee complaints and disputes are dealt with in a responsive, efficient, effective and fair way.	
<b>Scope:</b>	Students, parents/guardians and employees, including full-time, part-time, permanent, fixed-term and casual employees, as well as contractors, volunteers and people undertaking work experience or vocational placements.	
<b>Status:</b>	Authorised	<b>Supersedes:</b> All previous Complaints and Grievances Policies / Complaints Handling Policies and Procedures
<b>Authorised by:</b>	Alta-1 College QLD Board	<b>Date of Authorisation:</b> 7 September 2022
<b>References:</b>	<ul style="list-style-type: none"> <li>• <a href="#">Education (Accreditation of Non-State Schools) Regulations 2017</a></li> <li>• <a href="#">Australian Education Regulations 2013</a></li> <li>• <a href="#">Fair Work Act 2009</a></li> <li>• <a href="#">Work Health and Safety Act 2011 (Qld)</a></li> <li>• <a href="#">Privacy Act 1988 (Cth)</a></li> <li>• <a href="#">Anti-Discrimination Act 1991 (Qld)</a></li> <li>• <a href="#">Australian Human Rights Commission Act 1986 (Cth)</a></li> <li>• <a href="#">Sex Discrimination Act 1984 (Cth)</a></li> <li>• <a href="#">Age Discrimination Act 2004 (Cth)</a></li> <li>• <a href="#">Disability Discrimination Act 1992 (Cth)</a></li> <li>• <a href="#">Racial Discrimination Act 1975 (Cth)</a></li> <li>• Alta-1 College QLD Occupational Safety and Health (OSH) Policy</li> <li>• Alta-1 College QLD Anti-Discrimination Policy</li> <li>• Alta-1 College QLD Disability Discrimination Policy</li> <li>• Alta-1 College QLD Privacy Policy</li> <li>• Alta-1 College QLD Child Protection Policy</li> <li>• Alta-1 College QLD Student Anti-Bullying Policy</li> <li>• Alta-1 College QLD Behaviour Management Policy</li> </ul>	
<b>Review Schedule:</b>	Annually	<b>Next Review Date:</b> September 2023
<b>Policy Owner:</b>	Alta-1 College QLD	

## Policy Statement

Alta-1 College QLD is committed to ensuring that student, parent/guardian and employee complaints are dealt with in a responsive, efficient, and effective and fair way.

Alta-1 College QLD views complaints as part of an important feedback and accountability process.

Alta-1 College QLD acknowledges the right of students, parents/guardians and employees to complain when dissatisfied with an action, inaction or decision of the college and the college encourages constructive criticism and complaints.

Alta-1 College QLD recognises that time spent on handling complaints can be an investment in better service to students, parents/guardians and employees.

## Definitions

For the purposes of this policy a "concern" is an issue which is typically resolved through informal discussion between the parties directly concerned whereas a "complaint" is a formal grievance requiring resolution through specified channels.

## Related Documents

- Complaints Procedure for Parents and Guardians
- Complaints Procedure for Students
- Complaints Procedure for Workers
- Complaints Form
- Complaints Register

## Complaints that may be Resolved under this Policy

Alta-1 College QLD encourage students, parents/guardians and employees to lodge promptly any concerns regarding sexual harassment, child protection, discrimination, workplace bullying and privacy breaches as well as more general complaints that include areas such as:

- the college, its employees or students having done something wrong
- the college, its employees or students having failed to do something they should have done
- the college, its employees or students having acted unfairly or impolitely
- issues of student or employee behaviour that are contrary to their relevant Code of Conduct
- issues related to learning programs, assessment and reporting of student learning
- issues related to communication with students or parents/guardians or between employees
- issues related to college fees and payments
- general administrative issues.

Student complaints may be brought by students or by parents/guardians on behalf of their children, as appropriate in the circumstances.

## Issues Outside this Policy

The following matters are outside the scope of this policy and should be managed as follows:

- Child protection concerns or risks of harm to children should be dealt with in accordance with the law and the college's Child Protection Policy.
- Student bullying complaints should be dealt with under the Student Anti-Bullying Policy and the Behaviour Management Policy.
- Student discipline matters, including matters involving suspension or expulsion, should be dealt with under the Behaviour Management Policy.
- Employee complaints related to their employment should be directed to their supervisor.
- Student or employee violence or criminal matters should be directed to the Principal who will involve the Police as appropriate.
- Formal legal proceedings.

## Complaints Handling Principles

Alta-1 College QLD is committed to managing complaints according to the following principles:

- the right to lodge a complaint is acknowledged
- complaints will be resolved with as little formality and disruption as possible
- complaints should be lodged in accordance with established procedures
- complaints will be taken seriously
- anonymous complaints will be treated on their merits
- complaints will be dealt with fairly and objectively and in a timely manner
- mediation, negotiation and informal resolution are optional alternatives
- confidentiality and privacy will be maintained as much as possible
- all parties to the complaints will be appropriately supported
- complainants, respondents and people associated with them will not be victimised as a result of lodging the complaints and they will not suffer any other reprisals

## Responsibilities

### Alta-1 College QLD

The college has the following responsibilities:

- manage complaints in accordance with the college's Complaints Handling Policy and Procedure
- appropriately communicate and make accessible the college's Complaints Handling Policy and Procedure to students, parents/guardians and employees
- determine the appropriate person to deal with the complaint in the first instance
- investigate and generate a report promptly
- give reasonable progress updates
- provide a review pathway for parties to the complaint if warranted
- ensure that appropriate support is provided to all parties to a complaint
- take appropriate action to prevent victimisation or action in reprisal against the complainant, respondent or any person associated with them
- appropriately offer and implement remedies
- appropriately train relevant employees
- keep records of complaints
- conduct a review/audit of the Complaints Register from time to time
- informed if a complaint could be connected to an insured risk.
- monitor and report to the governing body on complaints
- inform the college's insurer if a complaint could be connected to an insured risk.
- refer to the college's governing body immediately any claim for legal redress.

### All Parties to a Dispute

The complainant and respondent both have the following responsibilities:

- apply and comply with the college's Complaints Handling Policy and Procedure
- lodge the complaint as soon as possible after the issue arises
- provide complete and factual information in a timely manner
- not provide deliberately false or misleading information
- not make frivolous or vexatious complaints
- act in good faith, and in a calm and courteous manner
- act in a non-threatening manner
- work towards an outcome acceptable to all parties
- recognise that all parties have rights and responsibilities which must be balanced
- maintain and respect the privacy and confidentiality of all parties
- not victimise or act in reprisal against any party to the dispute or any person associated with them.

## Employees Receiving Complaints

Employees receiving complaints have the following responsibilities:

- act in accordance with the college's Complaints Handling Policy and Procedure
- inform the party lodging the complaint of how complaints can be lodged, when they should be lodged and what information is required
- provide the complainant with information about any support or assistance available to assist them in lodging their complaint
- provide the complainant with a copy of the college's Complaints Handling Policy and Procedure
- maintain confidentiality
- keep appropriate records
- to forward complaints to more senior employees, including the Principal, as appropriate
- not victimise or act in reprisal against the complainant, respondent or any person associated with them.

## Implementation

Alta-1 College QLD is committed to raising awareness of the process for resolving complaints at the college.

Alta-1 College QLD is also committed to appropriately training relevant employees (especially senior staff) on how to resolve complaints in line with this policy and the related procedures.

Alta-1 College QLD will keep appropriate records, maintain a complaints register, monitor complaints and their resolution, and will report on a high-level basis to the college Board on complaint handling at the college. It is the Principal's / Executive's responsibility to populate, maintain, and review the Complaints Register on a termly basis.

Alta-1 College QLD will act to encourage students, parents/guardians and employees to contribute to a healthy college culture where complaints are resolved with as little formality and disruption as possible.

## Procedures

Usually, concerns are resolved directly and informally between the people involved and no further action is required. Unresolved concerns or serious grievances may lead to a formal complaint being lodged, which will ensue in the following process:

1. Present complaint by letter, email, or face to face along with a signed Complaint Form.
2. Direct complaints about staff to the relevant line manager, complaints about the Principal to the Board Chairman, and complaints about a Board member to the Principal who will contact CSA or ISQ to appoint an independent arbiter.
3. A written acknowledgement and initial response outlining how the college proposes to proceed is sent to the complainant within 5 working days
4. The complaint is investigated and the subject of the complaint notified.
5. The college sends a written response to the complainant by the date indicated in the initial acknowledgement.
6. Successful resolution is recorded.
7. If a satisfactory resolution is not achieved the Principal will offer to refer the matter to the Alta-1 College Board Chairman.
8. Successful resolution is acknowledged in writing.
9. If still unresolved the matter is referred to the full Alta-1 College Board, who makes the final decision.
10. If unhappy with the decision of the College Board a request, through the Principal, can be made for a meeting with an independent mediator.

Throughout the process confidentiality will be maintained by limiting knowledge of the issue only to those directly involved. Depending on the issue, and in accordance with other Alta-1 College policies and procedures (Child Protection Policy and mandatory reporting of child sexual abuse), third parties outside the college may need to be contacted. Information on file will remain confidential.



## Complaints Process Flow Chart

