



WILLIAM BRANWHITE CLARKE COLLEGE COUNCIL

Executive Policy

COMPLAINTS HANDLING (GENERAL MATTERS) POLICY

Policy	Community Members may from time to time have concerns or complaints that they wish to formally address with the College. The College is open to receiving concerns and complaints with a view to improving relationships.
Purpose	William Clarke College seeks to be a caring Christian community, where people are in harmony with each other. It is the aim of the College to resolve complaints in a way that restores normal relationships.
Relevant Compliance Legislation or Linked Document	<p>Relevant Legislation Nil</p> <p>Linked Document Complaints Handling Master Flowchart</p>
Scope	<p>Child Protection matters are to be reported IMMEDIATELY to the Headmaster who will adopt the relevant formal procedures.</p> <p>This policy applies to formalised complaints that are raised by the general community and have not been resolved through informal methods. Please refer to the Complaints Handling Master Flowchart.</p> <p>Complaints made by staff are addressed in the Complaints Handling (Staff) Policy.</p> <p>Complaints made by parents and students are addressed in the Complaints Handling (Parents and Students) Policy.</p> <p>All parties to a complaint will be afforded Procedural Fairness.</p> <p>The Parents' Association of the College is not a forum for the lodging of complaints.</p>
Definitions	<p>A concern will be treated as a less serious matter that may be resolved with a more informal approach.</p> <p>A dispute or complaint will be treated as an expression of genuine dissatisfaction that requires following a formal process as detailed below.</p> <p>Procedural Fairness involves the following core components:</p> <ul style="list-style-type: none"> - The person knowing the complaint that is made against them; as appropriate to the circumstances; - The person having a right to be heard; - The right to an unbiased determination; - That actions are taken on the basis of reasonable enquiry, findings in relation to facts and after due consideration of the matter.
Procedures	<p>In all instances, the College will maintain an appropriate Complaints Register recording all formal complaints and how they have been resolved.</p> <p>Policies that address specific matters such as Child Protection, Enrolments etc</p>



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	<p>shall be followed.</p> <p>Complaints are received by the College in one of the following forms:</p> <ul style="list-style-type: none">- Through the College Website Feedback link- Via Social Media- Via Phone call- Via written correspondence <p>Complaints should be directed to a responsible person as follows:</p> <p>Property, Noise, Traffic – The Business Manager Students – The Head of Primary or Head of Secondary as appropriate Staff, contractors, volunteers – The Head of Human Resources</p> <p>Procedure for handling Complaints:</p> <ol style="list-style-type: none">1. The complaint is received and forwarded to the relevant staff member to address (and as referred to in the Complaints Handling Flowchart)2. Each dispute or complaint resolution procedure followed shall ensure that all relevant parties;<ol style="list-style-type: none">a. are informed in writing of the dispute or complaint;b. have the opportunity to place their version on record; andc. have the opportunity to be represented if they wish.3. The resolution of a dispute or complaint, in the first instance, should be undertaken between the immediate parties involved.4. Should the immediate parties involved fail to reach a resolution then the Headmaster is responsible for undertaking a procedure to resolve any dispute or complaint.5. Anonymous and/or unsubstantiated complaints shall be investigated at the Headmaster's discretion unless they relate to a Child Protection issue.6. The Headmaster shall maintain records of the procedure and resolution to any formal dispute or complaint. These will include any statements made by the parties involved.7. Records of any dispute or complaint shall be maintained in accordance with the College's Privacy Policy.8. It is the responsibility of the Headmaster to attempt to reach a resolution between the parties where possible.9. If the parties fail to reach a resolution by agreement, the Headmaster will make a decision based on the principles of this policy. When this occurs, the Headmaster shall inform each party of the decision.10. The Headmaster may call on outside mediation to assist in the resolution of a dispute or complaint. <p>Special Considerations</p> <p>The College employs a Social Media monitoring company to monitor our Facebook site. When a complaint or comment is made that requires College input, the Marketing Specialist is made aware before the post is made public. The Marketing Specialist will then respond to the post by either a post directly responding or by seeking to contact the person directly.</p> <p>At the end of any formalised complaint procedure, actions taken shall be evaluated and procedures reviewed.</p>
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Delegation & Responsibilities	Responsibilities	
	<ol style="list-style-type: none"> 1. All staff have the responsibility to listen to complaints and deal with complaints from members of the community in accordance with these procedures. 2. Complaints Handling Officer – responsible for monitoring complaints, responding and delegating to the appropriate party for resolution. 3. Headmaster – responsible for engaging in the Complaints Handling process in good faith with a view to reaching an agreeable resolution. 	
	Period of Delegation	Indefinite
	Accountability	Headmaster

DOCUMENT STATUS

Document Approver	Executive
Document Author	Business Manager
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Replaces previous policies covering the same subject matter.