



## WILLIAM CLARKE COLLEGE

### Management Policy

#### COMPLAINTS HANDLING POLICY (GENERAL MATTERS)

<b>Policy</b>	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.
<b>Purpose</b>	William Clarke College seeks to be a caring Christian community, sharing harmonious relationships. It is the aim of the College to resolve complaints in a way that restores relationships.
<b>Relevant Compliance Legislation or Linked Document</b>	<p><b>Relevant Legislation</b> Nil</p> <p><b>Linked Document</b> <a href="#">Complaints Handling Master Flowchart</a></p>
<b>Scope</b>	<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 Flowchart.</p> <p>In respect to other matters:</p> <ul style="list-style-type: none"> <li>• Child Protection matters are to be reported IMMEDIATELY to the Headmaster who will adopt the relevant formal procedures.</li> <li>• Complaints made by staff are addressed in the Complaints Handling Policy (Staff).</li> <li>• Complaints made by parents and students are addressed in the Complaints Handling Policy (Parents and Students).</li> <li>• Whistleblowing disclosures are dealt with in the College’s whistleblowing policy.</li> </ul>
<b>Definitions</b>	<p>A <b>concern</b> will be treated as a less serious matter that may be resolved with a more informal approach.</p> <p>A <b>dispute or complaint</b> will be treated as an expression of genuine dissatisfaction that requires a formal process to be followed as detailed below.</p> <p><b>Procedural Fairness</b> involves the following core components:</p> <ul style="list-style-type: none"> <li>- The person knowing the complaint that is made against them, as appropriate to the circumstances;</li> <li>- The person having a right to be heard;</li> <li>- The right to an unbiased determination; and</li> <li>- That actions are taken on the basis of reasonable enquiry, findings in relation to facts and after due consideration of the matter.</li> </ul>
<b>Procedures</b>	<p>The College will maintain a list of all formal complaints that have reached the Headmaster.</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>

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	<p>Complaints are received by the College in one of the following methods:</p> <ul style="list-style-type: none"> <li>- Through the College Website Feedback link;</li> <li>- Via Social Media;</li> <li>- Via Phone call; and</li> <li>- Via written correspondence.</li> </ul> <p><b>Complaints should be directed to a responsible person as follows:</b></p> <p><b>Property or noise</b> – The Business Manager  <b>Students</b> – The Head of Primary or Head of Secondary as appropriate  <b>Staff, contractors, volunteers</b> – The Head of Human Resources  <b>General</b> – The Deputy</p> <p><b>Procedure for handling complaints:</b></p> <ol style="list-style-type: none"> <li>1. The complaint is received and forwarded to the relevant staff member to address (as identified in the Complaints Handling Flowchart)</li> <li>2. Each dispute or complaint resolution procedure followed shall ensure that all relevant parties;             <ol style="list-style-type: none"> <li>a. are informed in writing of the dispute or complaint;</li> <li>b. have the opportunity to place their version on record; and</li> <li>c. have the opportunity to be represented if they wish.</li> </ol> </li> <li>3. The resolution of a dispute or complaint, in the first instance, should be undertaken between the immediate parties involved.</li> <li>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.</li> <li>5. Anonymous and/or unsubstantiated complaints shall be investigated at the Headmaster’s discretion. All Child Protection issues are automatically followed up.</li> <li>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.</li> <li>7. Records of any dispute or complaint shall be maintained in accordance with the College’s Privacy Policy.</li> <li>8. It is the responsibility of the Headmaster to attempt to reach a resolution between the parties where possible.</li> <li>9. If the parties fail to reach a resolution by agreement, the Headmaster will make a decision based on the principles of this policy and inform each party of the decision.</li> <li>10. The Headmaster may call on outside mediation to assist in the resolution of a dispute or complaint.</li> </ol> <p><b>Special Considerations</b></p> <p>The Marketing Specialist monitors our social media sites. When a complaint or comment is made that requires College input, the Marketing Specialist, with input from the Head of Marketing and Communications 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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<b>Delegation &amp; Responsibilities</b>	<b>Responsibilities</b>	
	<i>All parties involved in complaints handling are required to maintain appropriate confidentiality, including in relation to the handling and storing of records.</i>	
	<ol style="list-style-type: none"> <li>1. All staff have the responsibility to listen to complaints and deal with complaints from members of the community in accordance with these procedures.</li> <li>2. The relevant Complaints Handling Officer – responsible for monitoring complaints, responding and delegating to the appropriate party for resolution.</li> <li>3. Headmaster – responsible for engaging in the Complaints Handling process in good faith with a view to reaching an agreeable resolution.</li> </ol>	
	Period of Delegation	Indefinite
Accountability	Headmaster	

#### DOCUMENT STATUS

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Document Author	Business Manager
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Date for Review	See College Policy Register

#### PREVIOUS VERSION HISTORY

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