

**WILLIAM CLARKE COLLEGE
MANAGEMENT POLICY**

COMPLAINTS HANDLING POLICY (GENERAL MATTERS)

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 Christ-centred community, sharing harmonious relationships. It is the aim of the College to resolve complaints in a way that restores relationships.
Relevant Compliance Legislation or Reference Document	<p>Relevant Legislation Nil</p> <p>Linked Document Nil</p>
Scope	<p>This policy applies to formalised complaints that are raised by the general community that have not been resolved through informal methods. Please refer to the Complaints Handling Flowchart at the end of this policy.</p> <p>In respect to other matters:</p> <ul style="list-style-type: none"> • Child Protection matters are to be reported IMMEDIATELY to the Head of College who will adopt the relevant formal procedures. • Complaints made by staff are addressed in the Complaints Handling Policy (Staff). • Complaints made by parents and students are addressed in the Complaints Handling Policy (Parents and Students). • Whistleblowing disclosures are dealt with in the College’s whistleblowing policy.
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 a formal process to be followed as detailed below.</p> <p>An appeal is a review of the determination based on the evidence.</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, and - The right to appeal a decision made in resolving the complaint.

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Procedures	<p>The College will maintain a list of all formal complaints that have reached the Head of College.</p> <p>All parties to a complaint will be afforded Procedural Fairness.</p> <p>Complaints are received by the College via one of the following methods:</p> <ul style="list-style-type: none">- Through the College Website Feedback link,- Social Media,- Phone call; or- Written correspondence. <p>Complaints should be directed to a responsible person as follows:</p> <p>Property or noise – The Business Manager or the Property and Infrastructure manager</p> <p>Students – The Head of Primary or Head of Secondary as appropriate</p> <p>Staff, contractors, volunteers – The People and Culture Manager</p> <p>General – The Deputy Head</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 (as identified 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 Deputy is responsible for undertaking a procedure to resolve any dispute or complaint.5. Anonymous and/or unsubstantiated complaints shall be investigated at the discretion of the Head of College. All Child Protection issues are dealt with in accordance with the Child Protection Policy.6. The Deputy 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 Deputy to attempt to reach a resolution between the parties where possible.9. If the parties fail to reach a resolution by agreement, the Deputy will make a decision based on the principles of this policy and inform each party of the decision.10. The Deputy may call on outside mediation to assist in the resolution of a dispute or complaint. <p>Where a complaint is to be made about the Head of College, the matter should be directed to the Chair of Council via chair@wcc.nsw.edu.au.</p> <p>Appeals Process</p> <ol style="list-style-type: none">1. The complainant must lodge their appeal in writing by emailing the Head of College at head@wcc.nsw.edu.au2. The Head of College will confirm receipt of the appeal and may request further details from the complainant within 10 working days of the lodgement of the appeal.3. Once all details are received the appeal will be reviewed, and the Head of College will deliberate to propose appropriate resolutions.
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	<p>4. Once the Head of College has come to a decision regarding the appeal, the complainant will be informed in writing of the outcome and the reasons for the outcome.</p> <p>Where the complaint is about the Head of College, the appeal should be directed to the Chair of Council via chair@wcc.nsw.edu.au. The Chair will proceed consistent with the above principles.</p> <p>Special Considerations Members of the Marketing team monitor our social media sites. When a complaint or comment is made that requires College input, the Marketing team member, with input from the Marketing and Communications Manager 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>						
Delegation & Responsibilities	<p>Responsibilities</p> <p><i>All parties involved in complaints handling are required to maintain appropriate confidentiality, including in relation to the handling and storing of records.</i></p> <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. The relevant Complaints Handling Officer – responsible for monitoring complaints, responding and delegating to the appropriate party for resolution. 3. Head of College – responsible for engaging in the Complaints Handling process in good faith with a view to reaching an agreeable resolution. <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Period of Delegation</td> <td>Indefinite</td> </tr> <tr> <td>Accountability</td> <td>Head of College</td> </tr> <tr> <td> </td> <td> </td> </tr> </table>	Period of Delegation	Indefinite	Accountability	Head of College		
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Document Author	Deputy Head
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