

Complaints Handling Procedures

St Paul's College welcomes feedback from all members of the College community and takes all feedback and complaints seriously. These Complaints Handling Procedures are designed to assist with understanding of the St Paul's College Complaints Policy.

What is a Complaint?

A complaint is an expression of dissatisfaction made to St Paul's College, related to our services or operations, or the complaints handling procedure itself, where a response or resolution is explicitly or implicitly expected.

St Paul's College Commitment

St Paul's College is committed to handling complaints effectively and efficiently. To manage complaints effectively, we have established a Complaints Handling Program in line with both the international complaints handling standard (ISO 10002:2014 Quality management – Customer satisfaction – Guidelines for complaints handling in organisations), and the Australian/New Zealand complaints handling standard (AS/NZS 10002:2014 Guidelines for complaint management in organisations).

Our program includes the establishment of an internal online complaints management system, which allows us to effectively capture, manage and report on complaints. Regular analysis of complaints received and the implementation of rectification action, where improvement opportunities are identified, are key to our College's commitment to continuous improvement.

Informal Complaints Resolution

Many issues causing concern in schools can be handled quickly and in an informal manner. In most cases, these issues can be resolved through informal discussions with appropriate staff members. Even if an issue is able to be resolved informally, staff log informal complaints through our internal complaints management system, so we may identify any systemic issues arising, and make rectification(s) where appropriate.

How Do I Make a Formal Complaint?

If you have been unable to resolve a matter informally, or simply wish to make a formal complaint from the outset, you can do so by any of the following means:

1. Sending an email to a member of the Executive Leadership Team
2. Email feedback@stpauls.sa.edu.au
3. Writing a letter to the College addressed to "The Complaints Manager"
4. Telephoning the College.

All formal complaints will be logged into our internal online complaints management system and managed in accordance with the College's Complaints Handling Procedure.

Internal Complaints Handling Procedure

- Step 1 All formal complaints are logged through our internal complaints management system, where they are screened by one of our Complaints Officers, the Complaints Manager. In the case of a complaint directly related to conduct by the Principal or Member of the College Advisory Council, the EREA Colleges Ltd Director – People, Culture and Safeguarding.
- Step 2 All valid complaints will be acknowledged in writing as soon as practicable, and in any event within ten (10) business days. They will be allocated a status, priority and target resolution date. In the case of formal complaints, it is our policy, where possible, to commence an initial investigation and make a preliminary determination within ten (10) business days of acknowledging the complaint.
- Step 3 A Complaints Officer shall conduct an investigation into the issues raised, following principles of procedural fairness, and make a determination.
- Step 4 Following the determination, if appropriate, the Complaints Officer shall formulate a resolution and provide a written response to the complainant. The matter will be closed if this response is accepted.
- Step 5 If the initial response is not acceptable the matter will be reviewed internally by the Principal or the Principal's delegate, who may seek additional information or submissions from the relevant parties. The Principal or their delegate seek to resolve all disputes within twenty (20) business days of the acknowledgement of the complaint. Where appropriate, the matter may be escalated to the EREA Colleges Ltd Director – People, Culture and Safeguarding.
- Step 6 All complaints received will be entered into our Complaints Register and, where appropriate, corrective action may be implemented for improvement.
- Step 7 If the complainant remains unsatisfied with the resolution, the complainant may pursue external resolution alternatives.

Confidentiality

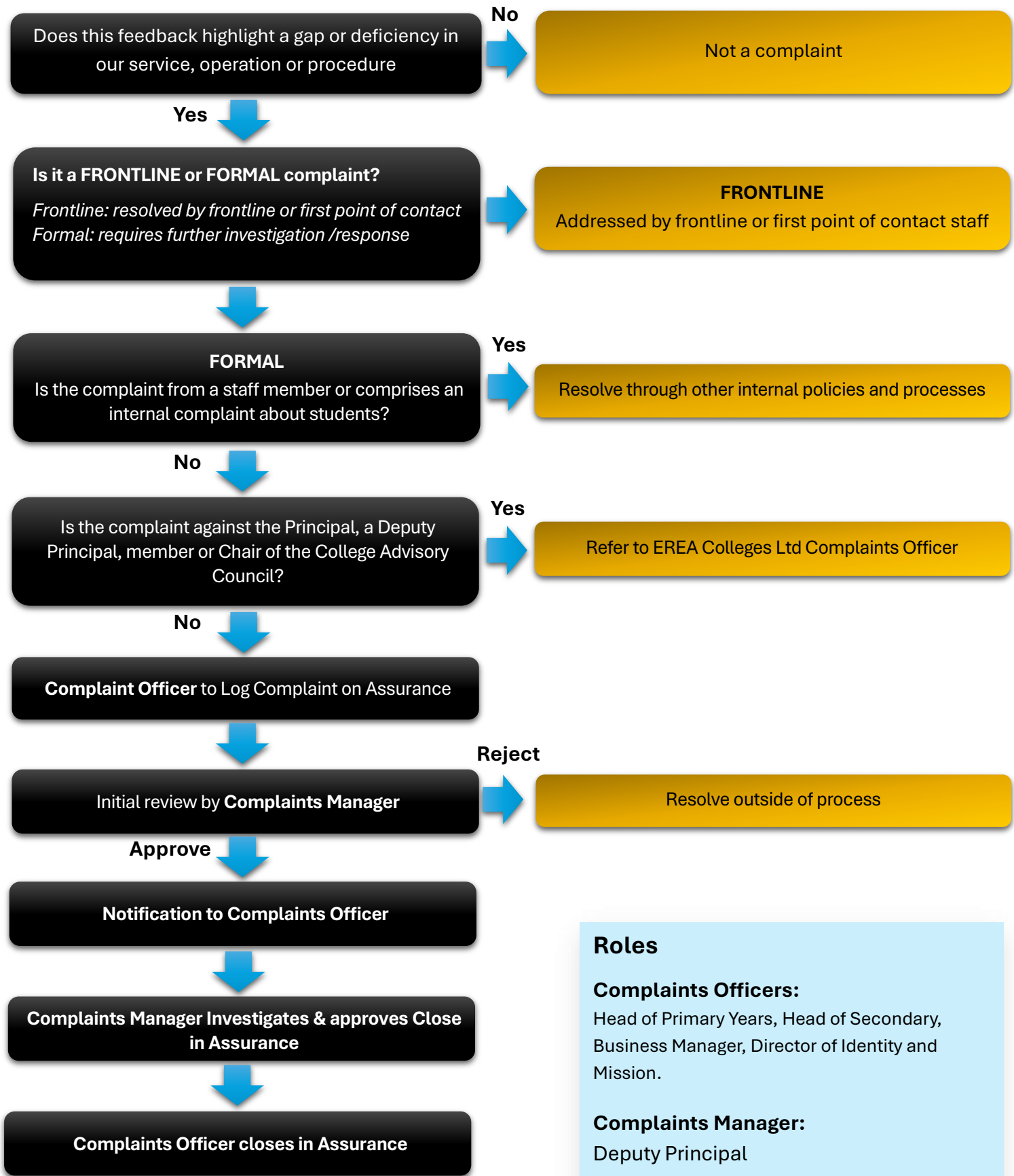
Confidentiality applies with respect to both information relating to the person making the complaint, and, if relevant to a person against whom a complaint is made. The College is committed to maintaining the confidentiality of information throughout the complaints process.

Personally identifiable information about a complainant will only be made available for the purpose of addressing the complaint and (unless the complainant consents) will be actively protected from disclosure.

St Paul's College Complaints Manager: Deputy Principal

St Paul's College Complaints Officers: Head of Primary Years, Head of Secondary, Business Manager, Director of Identity and Mission.

Summary of Complaints Handling Procedure



Roles

Complaints Officers:

Head of Primary Years, Head of Secondary, Business Manager, Director of Identity and Mission.

Complaints Manager:

Deputy Principal