

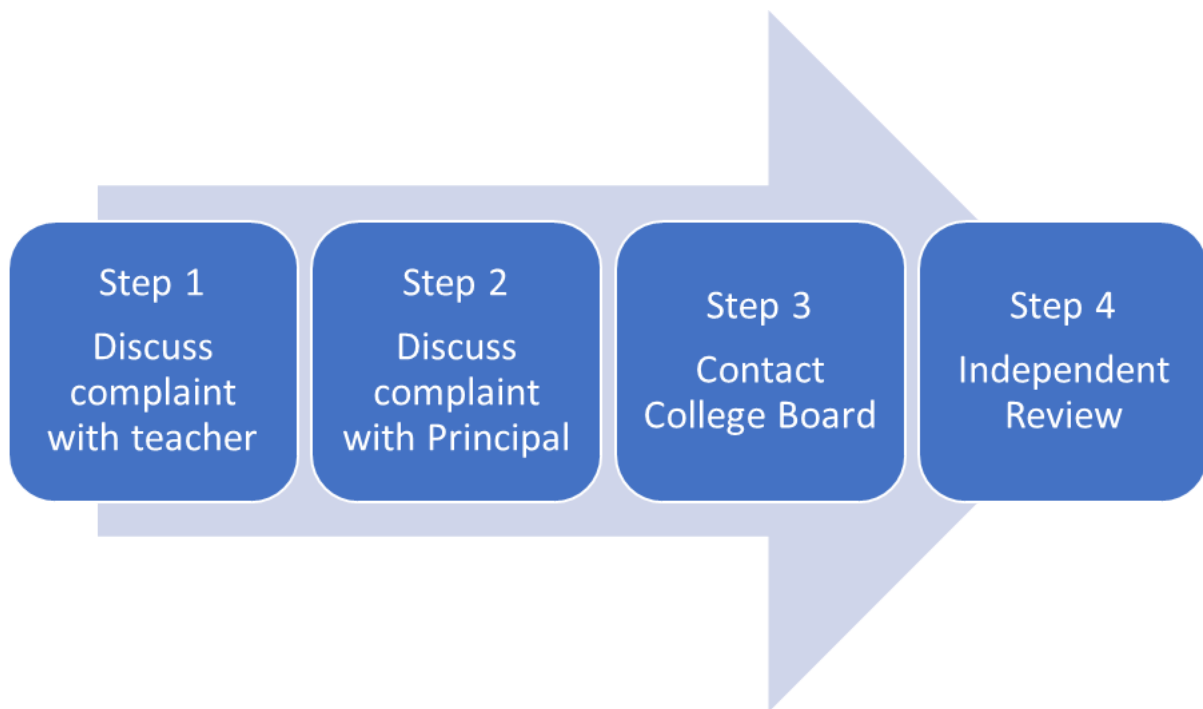


WISDOM
COLLEGE

Learning Today, Leading Tomorrow

Complaints Procedure

ISSUED: Aug 2022	VERSION: 2022.1
REVISED ANNUALLY: Aug 2022	NEXT REVIEW: Aug 2023



- ❖ All complaints are handled in a positive and open way
- ❖ Complaints are to be recorded and reported to the Principal as soon as possible after receiving the complaint
- ❖ The complaint is not resolved at point of contact, the complaint must be acknowledged within 5 working days, by phone, in person, by email or in writing

Complaints Management Procedure

- Phase 1. Receiving and clarifying the complaint
- Phase 2. Deciding how to handle the complaint
- Phase 3. Finding out about the complaint
- Phase 4. Making a decision about the complaint
- Phase 5. Review

The record of the complaint

- Uses objective language clearly stating the facts
- Contains information in chronological order as practically possible
- Uses quotation marks, where appropriate and necessary
- Is neatly and legibly written in biro/pen or in print in clear unambiguous language
- Includes, where necessary, initialled and dated corrections
- Includes signature, designation of the author, and time and date of the incident/complaint

Phase 1. Receiving and clarifying the complaint

All staff can receive a complaint. All complaints are to be received in the following manner:

- Respectful and helpful
- Give the person your undivided attention
- Not defensive, apportioning blame
- Remain positive
- Not perceiving anger as a personal attack

When a staff member receives a complaint

- Listen carefully
- Summarise the issues
- Empathise and acknowledge the complainant's feelings
- Find out what the complainant wants to happen
- Resolve the complaint if possible
- Advise complainant of the process
- Thank them for their complaint

Many complaints can be resolved at point of contact. If the complaint relates to harm refer to student protection.

Phase 2. Deciding how to handle the complaint

Refer the complaint to the Principal immediately, the Principal decides whether to:

- Take no further action
- Resolve the complaint
- Refer complaint to internal or external agency
- Initiates an investigation

The Principal ensures the complaint is recorded.

Phase 3. Finding out about the complaint

The Principal and or delegate gather necessary facts keeping in mind the Principles of natural justice.

By:

- Collecting and analysing relevant information
- Working collaboratively with others
- Finding facts
- Identifying contributing factors
- Consulting with ISQ procedure
- Documenting the investigation and outcome

Phase 4. Making a decision about the complaint

Based on the facts gathered in phase 3 the Principal or delegate makes a decision on the complaint:

- Principal must notify the complainant of the decision in 28 days
- Principal provides complainant with a written response or notification that complaint has been referred to internal or external agency

Phase 5. Review

If the complainant is not satisfied with the response, they are encouraged to discuss the issue further with the Principal and or Principal advisor, or Board Chair.

Getting the best for your child: Raising a concern

Making a Complaint

During your children's College year, you may have cause to make a complaint about an issue with their education. Wisdom College is committed to ensuring that all complaints are dealt with in a fair and equitable manner. There are processes and support structures in place to enable parents and students to work through any issues they may have.

When making a complaint, it is in the best interest of complaint resolution to ensure that you:

- Provide complete and factual information in a timely manner
- Deliver your complain in a non-threatening and non-abusive manner
- Not make frivolous or vexatious complaints or include deliberately false or misleading information

You should be aware that if you are making a complaint about a staff member, that in most instances the staff member will be told of the complaint and offered the right of reply. You also have the right to have a support person participate throughout the process. If your complaint relates to suspected official misconduct or criminal activity then you should make your complaint directly to the Crime and Corruption Commission (ccc.qld.gov.au) or the Queensland Police Service (police.qld.gov.au).

The following six steps procedure may assist parents and College staff reach an outcome that is in the best interests of the student.

1. Discuss your complaint with the class teacher

If your complaint is with the child's teacher or relates to an issue concerning your child's experience at College, make an appointment with that teacher as soon as possible through the College administration. Share the information you have about the problem with the teacher. Give the teacher an opportunity to tell you all s/he knows about the incident or problem. Together, both parent and teacher, should then take steps to resolve the problem at this level. The teacher may make a record of the complaint and any outcomes and alert the College Principal or member of the College Leadership Team.

2. Discuss your complaint with the Principal

Your final point of contact for any concern within the College is the Principal. Complaints may be lodged in person, by telephone, writing or email. The person who you are making a complaint against will get a copy of your complaint and be offered the opportunity to reply. Wherever possible the Principal will work with the adults involved to seek a satisfactory outcome.

3. Contact the College Board

If you have discussed the issue with the Principal and still feel that your complaint has not been addressed satisfactorily, you have the right to contact the Board Chair. Complaints may be lodged by telephone or in writing. Complaints should be specific in details, and outline the steps taken to date to resolve the issue. Remember to date the letter, give your full name and address and sign it. The Board Chair will make a record of your complaint. Anonymous complaints will only be acted upon if enough information is provided to allow for follow up with the Principal. The contact details of the Board Chair can be obtained from admin staff.

4. Independent Review

If, as a complainant you feel that your issue has not been resolved through these formal processes the Queensland Ombudsman provides an avenue for an independent review of the decision.

The Ombudsman may be contacted at:

Phone: 07 3005 7000

Address: GPO Box 3314, Brisbane QLD 4001

Level 18, 53 Albert Street, Brisbane QLD 4000

Website: [Queensland Ombudsman](http://www.ombudsman.qld.gov.au)

A role for Parents and Citizens' Associations (P & Cs)

It is understandable that parents/carers may sometimes feel overwhelmed when approaching a College or the department with a complaint. While the Queensland Council of Parents and Citizens' Associations Inc (QCPCA) does not advocate on behalf of individual parents or carers, individuals can request their own P & C to provide support in these circumstances. The P & C can in turn seek assistance from the QCPCA to provide guidance in resolving the complaint. Complaints about services that are run or managed by the P & C, for example the tuckshop, should be directed to the P & C in the first instance.