

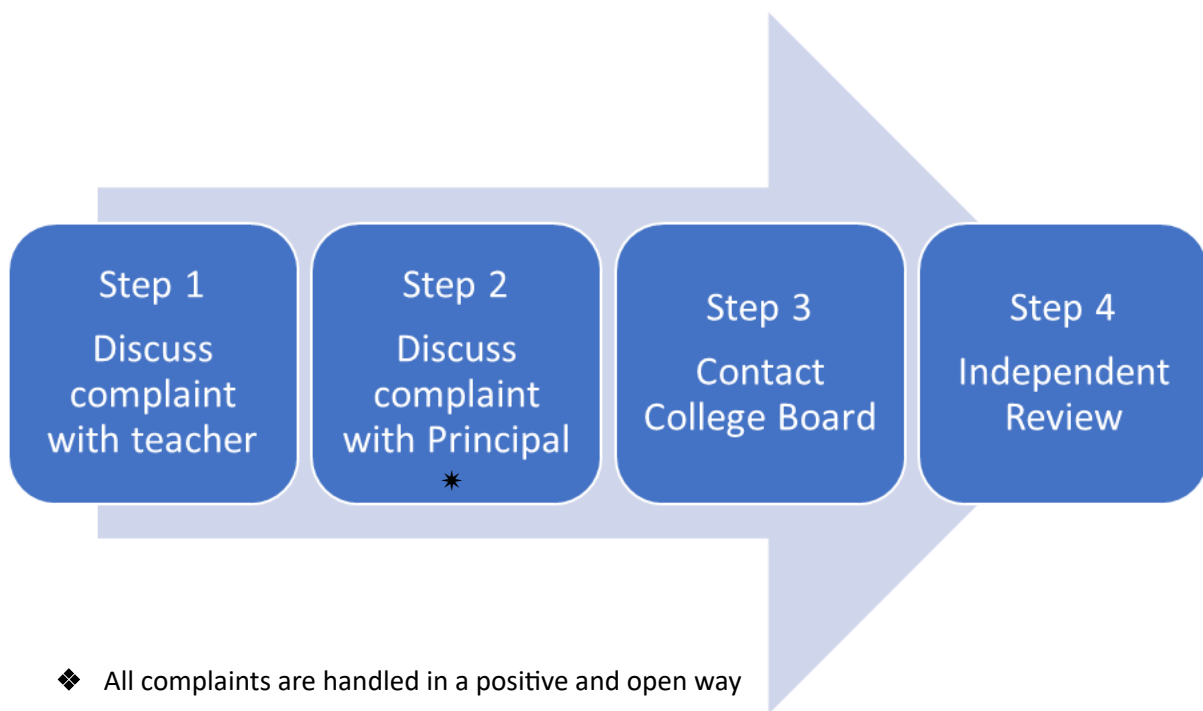


**WISDOM**  
COLLEGE

Learning Today, Leading Tomorrow

# Complaints Procedure

<b>ISSUED: Aug 2022</b>	<b>VERSION: 2022.1</b>
<b>REVISED ANNUALLY: Aug 2022</b>	<b>NEXT REVIEW: Aug 2023</b>



- ❖ 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
  - \*If the complaint is about the Principal then the complaint can be lodged with the Board Chair. The Board Chair will then investigate the complaint and communicate the outcomes.
- ❖ 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](http://ccc.qld.gov.au)) or the Queensland Police Service ([police.qld.gov.au](http://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 Non-State Schools Accreditation Board provides an avenue for an independent review of the decision.

The NSSAB may be contacted at:

Phone: 07 3513 6773

Address: Floor 8 Education House  
30 Mary Street, Brisbane QLD 4000  
PO Box 15347, City East QLD 4002

Website: <https://nssab.qld.edu.au/>

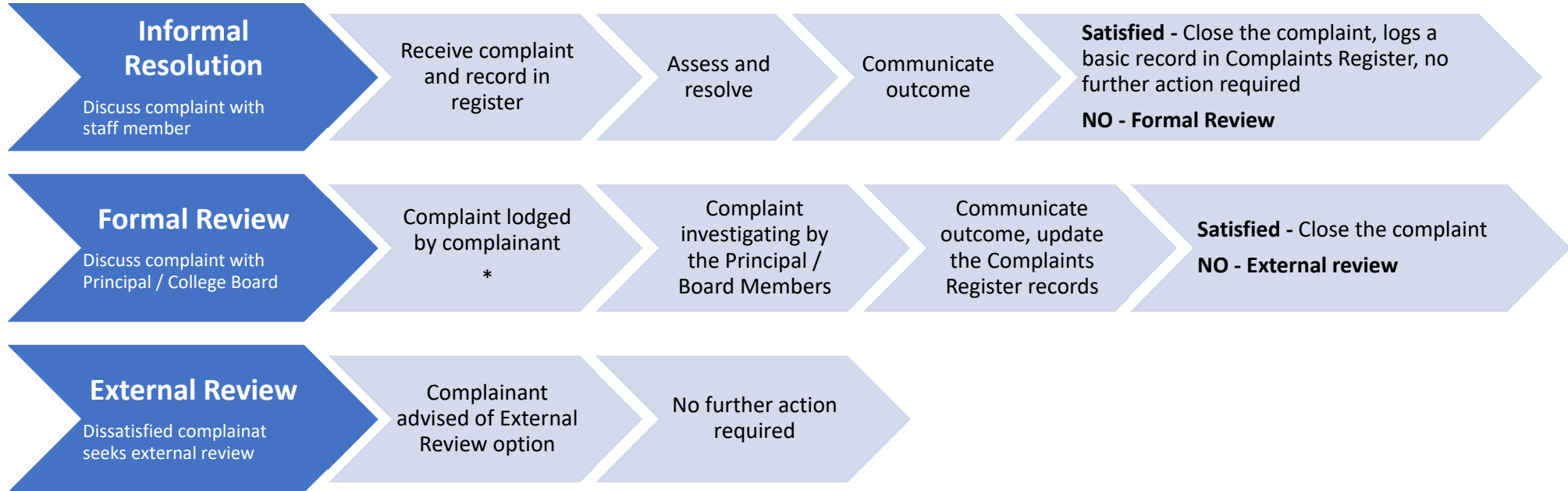
Email: nssab.admin@qed.qld.gov.au

### **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.



## Complaint Flow Chart



\*Note: If the complaint is about the Principal then the complaint can be lodged with the Board Chair. The Board Chair will then investigate the complaint and communicate the outcome.

\*External Review body such as NSSAB



# Formal Complaint Lodge Form

Information for Complainants	
<p>Before you lodge a formal complaint, ensure you have contacted the relevant employee directly and attempted to resolve the issue or concern informally.</p> <p>A complaint should only be lodged if you have been unable to resolve your issue or concern informally. You may be contacted and asked to provide additional information to support your complaint.</p>	
Personal Details	
Title	<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Miss <input type="checkbox"/> Other
Family Name	
Given Name	
Contact Details	
Address	Postcode
Email Address	
Phone Number	
Complaint Details	
Have you attempted to resolve the complaint informally?	<input type="checkbox"/> YES <input type="checkbox"/> NO
If yes, please provide details (e.g., when and with whom)	
Have you lodged a Formal Complaint about this issue before?	<input type="checkbox"/> YES <input type="checkbox"/> NO
If yes, when?	
Have you lodged your complaint to External review?	<input type="checkbox"/> YES <input type="checkbox"/> NO
If yes, to whom?	
Complaint Summary	
<b>When it happened?</b>	



**Where it happened?**

**Who was involved?**

**What happened? (details of your complaint)**

**What would you like to happen to resolve your complaint?**

**Attach any documentation that supports your complaint**

**Acknowledgement**

All the information provided above is true and correct to the best of my knowledge.

\_\_\_\_\_

Signature

\_\_\_\_\_

Date

**Privacy Notice**

The personal information provided by you on this form and any associated documents will be used by Wisdom College to assist you with your complaint and not for any other purpose. The information will only be disclosed to persons or external agencies in accordance with the Privacy and Personal Information Protection Act 1998 or as otherwise required or authorised by law. The provision of your information is voluntary. It will be stored securely. You may gain access to and correct your personal information.

**What Happens Next**

Once your complaint has been received, it will be allocated to the investigation process. Complaints will be investigated as promptly as possible. Once the investigation is completed you will be advised in writing of the outcome.

# Investigation Report

General Information	
Name of Complainant	
Name of Investigating Officer	
Date of Decision	

Summary of Complaint

Investigation Process

Review of Complaint

Decision

Proposed Resolution