



1. RATIONALE

In relation to the introduction of Privacy Laws in Australia on 12 March 2014, schools are required to have a well-articulated complaints handling process in relation to the collection, use and disclosure of personal information.

The International Standard of complaints handling encourage organisations to develop a process whereby resolution of complaints is consistent, systematic and responsive to the satisfaction of the complainant and the organisation. Additionally, the process should assist in creating a customer-focused approach to resolving complaints and encourages personnel to improve skills in working with customers. As reflected in the Australian Standard, complaint management involves system accessibility, efficiency and effectiveness.

These standards are consistent within an independent school context as we are committed to best practice in working in positive and transparent relationship with all of the stakeholders of the community. This includes students, parents/carers and staff. It is aimed that the TCC Complaints handling process will:

- a) Be well publicised and effectively communicated to the stakeholders.
- b) Outline how the complaints process works.

A guideline to ensure the process is well publicised and effectively communicated to the stakeholders and include.

- a) Providing information about the complaints handling policy and procedures clearly.
- b) Available in different languages and formats.
- c) There will be flexibility in methods of making a complaint including verbal and written complaints.
- d) It should be easy to understand how to make a complaint.
- e) It should be easy to actually make a complaint eg a dedicated email address or a well publicised telephone number.

2. IMPLEMENTATION

This policy should be read in conjunction with other policies relating to grievance, complaint handling, behavior management and anti-bullying.

3. HOW THE TCC COMPLAINTS PROCESS WORKS

3.1 Capturing a complaint

- a) An email address with an easy link from the website will capture the written complaints. The email address is enquiries@tcc.nsw.edu.au. In the subject heading, please write "Complaint".
- b) Once a complaint has been received, the Executive Secretary will send an email alerting the Principal and relevant Deputy Principal that a complaint has been lodged.
- c) A summary of the details of the complaint will be entered into the Complaints Register.

3.2 Acknowledging a complaint

The Principal or Deputy Principal will contact the parent/carer or invite them to the College for an interview to acknowledge receipt of the complaint and explain the follow up process.

3.3 Tracking

- a) At regular intervals, the Principal, Deputy Principal or relevant Dean of Students Secondary or Head of Faculty Secondary or Head of Junior/Secondary Primary will telephone or email the progress of the follow-up to the complaint.
- b) The date of the follow-up will be documented in the complaints register.

3.4 Responsiveness

- a) The follow-up of the complaint will be done in a timely fashion, taking into account the complexity of the complaint and the investigation process required to address the complaint.
- b) The final determination of the investigation into the complaint will be communicated to the parent/carer, normally in writing.

3.5 In relation to discipline

Each complaint should be addressed in an equitable, objective and unbiased manner. Complaints handling policies must be based on procedural fairness and natural justice.

Procedural fairness is a basic right of all when dealing with authorities. Procedural fairness refers to what are sometimes described as the 'hearing rule' and the 'right to an unbiased decision'.

The 'hearing rule' includes the right of the person against whom an allegation has been made to know:

- a) The allegations related to a specific matter and any other information which will be taken into account in considering the matter
- b) The process by which the matter will be considered
- c) How to seek a review of the decision made in response to the allegations.

The 'right to an unbiased decision' includes the right to impartiality in an investigation and decision-making and an absence of bias by a decision-maker.

3.6 The Responsible Individuals to manage the complaints process

The Deputy Principals will liaise with the Heads of Stage Secondary and Heads of Curriculum Secondary and Head of Junior/Senior Primary in the management of complaints.

3.7 Security of Information and Privacy

Information with respect to the complaint must remain confidential and be disclosed to staff within the College on a need to know basis.

3.8 Record Keeping

Records will be kept of every complaint including records of the description of the complaint, supporting documents, if any, immediate action taken and records relating to the investigation statements in any eg witness accounts.

3.9 Complaints Register

- a) All complaints will be recorded on a complaints register. It will capture and manage complaints data. This will enhance the ability to analyse data and to provide reports to the Executive and aid decision-making processes. It will also effectively manage potentially frivolous or vexatious complaints.
- b) The Executive Secretary will oversee data collection.
- c) The Principal will have access to enter data and inform the relevant Executive member about details requiring follow up.



Date	Student			Advice to Principal received from				Issue	Action	
(First advice)	Name	Class/Grade	DOB	Name	Position/Status	Verbal	Written		Date	Notes