



## COMPLAINTS HANDLING GUIDE

Ignatius Park College welcomes feedback from all members of the college community and takes all complaints or concerns that may be raised seriously. This Complaints Handling Guide is designed to assist you to understand our complaints handling process.

In this Policy, we use the terms *staff* and *staff members* to include all teaching and non-teaching staff, Advisory Council members, volunteers, contractors, and external providers.

### WHAT IS A COMPLAINT?

A complaint is an expression of dissatisfaction made to Ignatius Park College related to our services or operations or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected.

### IGNATIUS PARK COLLEGE'S COMMITMENT

Ignatius Park 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 online complaints management system that allows us to effectively capture, manage and report on complaints. Regular analysis of complaints received and the implementation of rectification action where deficiencies are identified are key to Ignatius Park College's commitment. Our internal complaints handling process is available at no cost.

### INFORMAL COMPLAINTS RESOLUTION

The vast majority of 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, all staff are required to log issues through our complaints management system, so we are able to identify any systemic issues arising and take appropriate rectification action.

### 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, you can do so by any of the following means:

1. Submit a formal complaint through the college website,
2. Email the college at [info@ipc.qld.edu.au](mailto:info@ipc.qld.edu.au),
3. Telephone Ignatius Park College and asking to speak to the complaints officer.

All formal complaints will be logged into our online complaints management system and managed in accordance with the following procedure.

### OUR INTERNAL COMPLAINTS HANDLING PROCESS

**Step 1** – All formal complaints are logged through our online complaints management system, where they are screened by one of our Complaints Officers, or in the case of complaints against the principal or a member of the Advisory Council, by the Chair of the Advisory Council. A complaint about the Chair of the Advisory Council is directed to the EREA Complaints Officer. Complaints about the Principal or a member or the Chair of the Advisory Council will be properly investigated, but they will not be dealt with by the Complaints Officer.

**Step 2** – All valid complaints, except those made anonymously, will be acknowledged in writing as soon as practicable and allocated a status, priority, and target resolution date. It is our policy, where possible, to resolve all disputes within 14 days.



**Step 3** – The Complaints Officer (or, if the complaint is about the principal, a member of the Advisory Council or the Chair of the Advisory Council, the person whom the Chair of the Advisory Council or EREA Complaints Officer asks to investigate the complaint) will 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 (or, if the complaint is about the principal, a member of the Advisory Council or the Chair of the Advisory Council, the person who has undertaken the investigation of the complaint) will formulate a resolution and, except where the complainant was anonymous, provide a written response to the complainant. The matter will be closed if this response is accepted.

**Step 5** – If the response is not accepted, 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 seeks to resolve all disputes within 14 days from the date that the review process is initiated. The matter will be closed if the response of the principal, or their delegate, is accepted. If the complaint was about the principal or a member of the Advisory Council or the Chair of the Advisory Council, the EREA Director of Schools will review the matter.

**Step 6** – All complaints received will be entered into our Complaints Register and where appropriate, a corrective action request will be made to address any underlying processes which the complaints investigation revealed may require improvement.

**Step 7** – If the matter remains unresolved, and/or the complainant is not satisfied with the outcome or the way the complaint has been managed, the complainant may pursue external resolution alternatives.

## OVERSEAS STUDENTS

If an overseas student is not satisfied with the outcome of Ignatius Park College's internal complaints handling process, they may lodge an external appeal through the Overseas Students Ombudsman (OSO), which investigates complaints about problems that overseas students or intending overseas students may have with private education and training in Australia. The services of the OSO are free. The contact details for the OSO are as follows:

**Email:** [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

**Call:** 1300 362 072 within Australia. Outside Australia, call +61 2 6276 0111.

**Enquiries:** 9:00 am to 5:00 pm Monday to Friday, Australian Eastern Standard Time (Australian Eastern Daylight Time when daylight savings is in effect)

**Postal:** Commonwealth Ombudsman, GPO Box 442 Canberra ACT 2601.

**Website:** <https://www.ombudsman.gov.au/complaints/international-student-complaints>

Ignatius Park College agrees to be bound by the OSO's recommendations and will ensure that any recommendations made are implemented within 30 days of receipt of the report.