



COMPLAINTS HANDLING POLICY

Ignatius Park College welcomes feedback from all members of the Ignatius Park College community and takes all complaints or concerns that may be raised seriously. This Complaints Handling Policy is designed to assist you to understand how to make a complaint.

In this Policy, we use the terms *Staff* and *staff member* 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.

Complaints about breaches of our Child Safe Codes of Conduct or about other conduct that has caused, or has the potential to cause, harm to current or former students by:

- current or former staff members
- current or former students
- other people on Ignatius Park College premises or at Ignatius Park College events are managed differently from other complaints.

Refer to the section at the end of this Policy – Complaints About Child Safety Incidents or Concerns at or Involving the College or its Staff Members – for more information.

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:

- Principle 6 of the National Principles for Child Safe Organisations, using the Office of Child Safety's "Complaint Handling Guide: Upholding the Rights of Children and Young People".
- the international complaints handling standard (ISO 10002:2018 Quality management – Customer satisfaction – Guidelines for complaints handling in organisations)
- the Australian/New Zealand complaints handling standard (AS/NZS 10002:2014 Guidelines for complaint management in organisations)
- the Australian Privacy Principles (APP).

There is no fee associated with making a complaint.

Our Complaints Handling 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.

Complaints may be made anonymously or using a pseudonym. If you make an anonymous complaint, we will be unable to provide you with feedback on the progress and outcome of your complaint. It may also limit our ability to fully investigate the complaint if we are unable to contact you to obtain further details.



INFORMAL COMPLAINTS RESOLUTION

The vast majority of issues causing concern in schools can be handled quickly and in an informal manner. We, therefore, ask that, where appropriate, you first raise your concern directly with the relevant staff member. Even if the issue is resolved informally, all staff are required to log issues through our complaints management system so that 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 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,
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

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.

CONFIDENTIALITY AND PRIVACY

Ignatius Park College is committed to maintaining the confidentiality of information throughout the complaints process. This includes maintaining the privacy of information relating to the person making the complaint and any person named in the complaint.

COMPLAINTS ABOUT CHILD SAFETY INCIDENTS OR CONCERNS AT OR INVOLVING THE COLLEGE OR ITS STAFF MEMBERS

Complaints about or allegations of:

- breaches of the Child Safe Codes of Conduct
- conduct that has caused, or has the potential to cause, harm to current or former students by:
 - current or former staff members
 - current or former students
 - other people on Ignatius Park College premises or at Ignatius Park College events
- other child safeguarding-related staff misconduct

are managed by Ignatius Park College in a different way from other complaints.

This is because of the additional confidentiality and privacy requirements surrounding these kinds of matters.

We refer to these as child safeguarding-related complaints.

If your complaint is a child safeguarding-related complaint, please make your complaint to The College Principal at principal@ipc.qld.edu.au, or if this person is the subject of your complaint, please notify the EREA Regional Director.

For information about how the College manages child safeguarding-related complaints, as well as **any** child safety incidents or concerns at or involving the College or its staff members, please refer to our **Procedures for Managing Child Safety Incidents or Concerns at or Involving the College or its Staff, Volunteers or Contractors**, available on our public website.