



Complaints Handling Policy

Title	Complaints Handling Policy
Sphere	Leadership and Management
Intended Audience	Community
Related Documents	Child Safeguarding Policy Procedures for Managing Child Safety Incidents or Concerns At or Involving the College or its Staff, Volunteers or Contractors
Author	Deputy Principal
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POLICY

Marcellin College welcomes feedback from all members of the 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.

For the purposes of this policy, we use the terms “staff” and “staff member” to include all teaching and non-teaching staff, Marcellin College Advisory Board members, volunteers, contractors and external providers.

WHAT IS A COMPLAINT?

A complaint is an expression of dissatisfaction made to Marcellin 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 child abuse, grooming or other harm, or other breaches of our Child Safe Codes of Conduct, relating to conduct by:

- current or former staff members
- current or former students
- other people on College premises at College events

are managed differently to 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.

MARCELLIN COLLEGE'S COMMITMENT

Marcellin 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 “Complaints 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), and
- the Australian/New Zealand complaints handling standard (AS/NZS 10002:2014 Guidelines for complaint management in organisations).

Our internal complaints handling process is available at no cost.

Our Complaints Handling Program includes the establishment of an online complaints management system which 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 the College's commitment.

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 possible, 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 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. Sending an email to complaints@marcellin.vic.edu.au
2. Writing a letter to the College addressed to "The Complaints Officers"
3. Telephoning the College and asking to speak to your son's House Leader or one of the Complaints Officers

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 by the chair of the Advisory Council.

Step 2 – All valid complaints 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 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 will formulate a resolution and provide a written response to the complainant. The matter will be closed if this response is accepted.

Step 5 – Internal reviews: If the initial response is not acceptable 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 seek 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.

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, the complainant may pursue external resolution alternatives.

OVERSEAS STUDENTS

If an overseas student is not satisfied with the outcome of the 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 OSO are as follows:

Email: ombudsman@ombudsman.gov.au

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

Enquiries: 9:00am to 5:00pm 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/How-we-can-help/overseas-students>

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

CONFIDENTIALITY

Confidentiality applies with respect to both information relating to the person making the complaint, and, if relevant to a person against whom a complaint is made. The College is committed to maintaining the confidentiality of information throughout the complaints process.

Personally identifiable information about a complainant will only be made available for the purpose of addressing the complaint and (unless the complainant consents) will be actively protected from disclosure.

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
- child abuse, grooming or other harm of a current or former student by
 - current or former staff members
 - current or former students
 - other people on college premises or at College events
- “reportable conduct” as defined in the Child Wellbeing and Safety Act 2005 (Vic)
- other child safeguarding-related complaints.

are managed by the College in a different manner to 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:

- Senior Child Safety Officer, Nicholas Molony, Deputy Principal, by emailing Nicholas.Moloney@marcellin.vic.edu.au or by phoning (03) 9851 1561, or
- the College Child Safeguarding Officers, by emailing ChildSafe@marcellin.vic.edu.au, or
- the Principal, or if one of these people is the subject of your complaint please notify the MSA 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.