

Complaints Procedure

Purpose and Scope

The purpose is to ensure that student, parent and employee complaints or disputes are dealt with in a responsive, efficient, effective and fair manner.

Definition of a Complaint

A complaint is defined as an expression of concern regarding any aspect of the College’s operations, including but not limited to teaching, facilities, administration, or student welfare (which include principles of procedural fairness)

Definitions

Complaint	An expression of dissatisfaction made to or about the school, related to the school’s services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required. ¹
Informal Complaint	A complaint about a matter that is likely to be simple, straight forward, easily manageable, or minor, where a simple or quick resolution is appropriate such as discussion of the matter with a relevant staff member.
Formal Complaint	A complaint about a matter that is serious, complex or may pose a threat to the health and safety of any person. Examples include serious allegations or breaches of policy, complaints against a senior staff member, including the principal or an informal complaint that could not be resolved informally. Assessment of the complaint is required by <<add role or roles e.g. a relevant member of the senior leadership team>>.
Complainant	The person, organisation or their representative making a complaint. ²
Respondent	The person who is referred to in a complaint by a complainant as the person responsible for their concerns or who can best respond to their concern.

3. Informal Resolution

3.1. Staff Complaints:

¹ Standards Australia, Guidelines for complaint management in organizations (ISO 10002:2018, NEQ), s.4.3

² Standards Australia, Guidelines for complaint management in organizations (ISO 10002:2018, NEQ), s.4.2

Complaints Procedure

Step 1: Staff members are encouraged to discuss any concerns directly with the individual(s) involved or their immediate Line Manager.

Step 2: If the issue is not resolved, the staff member should seek advice from their Line Manager, Human Resources officer, or Principal.

3.2. Parent Complaints:

Parents have access to the Complaints Handling Policy via the College website.

Step 1: Parents are encouraged to initially discuss their concerns with the relevant teacher, Head of College, or Principal.

Step 2: If the matter remains unresolved, the parent should contact the college office to arrange a meeting with Head of Sector, or Principal.

4. Formal Complaint Process

4.1. Submission of a Formal Complaint:

Step 1: If the issue cannot be resolved informally, a formal complaint should be submitted in writing to the Principal. The complaint should include:

- A clear statement of the issue.
- Relevant facts and evidence.
- The desired outcome or resolution.
- A complaint relating to the Principal can be sent to the chairman@cbcc.qld.edu.au
- All other complaints should be sent to the Principal kmcallister@cbcc.qld or business@cbcc.qld.edu.au

4.2. Acknowledgment:

The college will acknowledge receipt of the complaint in writing within 5 working days, outlining the next steps and anticipated timelines.

5. Investigation

5.1. Investigation Process:

The Principal will investigate or appoint an impartial investigator to review the complaint. This may involve:

- Gathering written statements from the complainant, respondent, and any witnesses.
- Reviewing relevant documents, policies, and records.

Complaints Procedure

- Principles of procedural fairness.
- Allow due process to all parties.
- Make findings
- Communicate findings and recommendations.

5.2. Confidentiality:

All complaints will be handled confidentially, with information shared only on a need-to-know basis.

6. Outcome and Response

6.1. Resolution:

- Depending on the findings of the investigation the appropriate persons (Board/Principal/Leadership team member) will action necessary remedial action.
- The Principal will determine the outcome and any necessary remedial action.
- The complainant will receive a written response outlining the findings, conclusions, and any actions to be taken within 20 working days of the complaint being acknowledged.

6.2. Appeal:

If the complainant is dissatisfied with the outcome, they may appeal in writing to the Board of the College within 15 working days of receiving the response. The appeal must state the grounds for dissatisfaction.

Appeals should direct their emails to chairman@cbcc.qld.edu.au

7. Appeal Process

7.1. Review:

The Chairman will review the appeal and may appoint himself or a Board member as independent person or panel to consider the case. This person or panel will not include anyone directly involved in the investigation of the original complaint.

- Gathering written statements from the complainant, respondent, and any witnesses.
- Reviewing relevant documents, policies, and records.
- Principles of procedural fairness.

Complaints Procedure

- Allow due process to all parties.
- Make findings
- Communicate findings and recommendations.

7.2. Outcome:

The Board Chair will provide a final written decision to the complainant within 20 working days of the appeal being lodged. The decision of the Board Chair is final.

8. Record Keeping

The college will maintain records of all complaints and their outcomes in a Complaints Register. These records will be stored securely and used for monitoring and improving the college's practices.

9. External Complaints

If a complainant is not satisfied with the internal process, they may escalate their complaint to external bodies such as the local education authority or an Non State Schools Accreditation Board - NSSAB.

10. Monitoring and Review

This procedure will be reviewed by the college leadership annually to ensure it remains effective and compliant with relevant regulations.