



# All Saints Anglican School

## POLICY DOCUMENT

### Complaints Handling Policy

All Saints Anglican School welcomes feedback from all members of the school community and takes all complaints or concerns that may be raised seriously. This Complaints Handling Policy is designed to assist you in understanding how to make a complaint.

#### What Is a Complaint?

A complaint is an expression of dissatisfaction made to All Saints Anglican School, related to its services or operations, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected.

A complaint may be made by a student, parent/carer, former student, parent/carer of a former student, member of the wider School community, strategic partner, regulator or a member of the public generally.

#### Other complaints

This policy does not address complaints made by Staff or complaints about student behaviour such as bullying.

For concerns related to the abuse or neglect of students, please refer to the [Protecting Children and Young People in Anglican Education Policy](#) which states that *any concerns you have about the physical or psychological safety of a student are to be immediately discussed with one of our [Student Protection Officers](#) (the current list is on our website). Please note that concerns about a Pre Prep student are to be discussed with a Nominated Supervisor or the Headmaster (as the Approved Provider of Pre Prep).*

For complaints about the *non-compliance* of the [Protecting Children and Young People in Anglican Education Policy](#), please notify the Chair of School Council at [schoolcouncilchair@asas.qld.edu.au](mailto:schoolcouncilchair@asas.qld.edu.au). *For more information about our child protection policies, procedures and strategies, please refer to our [website](#).*

For complaints by an overseas student not satisfied with the outcome of the School's internal complaints handling process, refer to the section at the end of this Policy – *Overseas Students*.

#### Our Commitment

All Saints 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 organizations)
- the Australian/New Zealand complaints handling standard (AS/NZS 10002:2014 Guidelines for complaint management in organizations)
- 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 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 School'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**

Most 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.

### **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. Submitting a complaint via our [Feedback Form](#) (which is also on our website); or
2. Writing a letter to All Saints Anglican School addressed to "The Complaints Manager".

All formal complaints will be managed in accordance with the following procedure.

### **Our Internal Complaints Handling Procedure**

1. All formal complaints are logged through our online complaints management system where they are screened by our Complaints Manager.
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.
3. The Complaints Manager (the Chair of School Council if the complaint is about the Headmaster or a School Council Director) will investigate the issues raised, following principles of procedural fairness, and make a determination.
4. Following the determination, if appropriate, the Complaints Manager (or the Chair of School Council if the complaint is about the Headmaster or a School Council Director) will formulate a resolution and, except where the complaint was anonymous, provide a written response to the complainant. The matter will be closed if this response is accepted.
5. If the response from the Complaints Manager is not accepted, the matter will be reviewed internally by the Headmaster or Headmaster's delegate who may seek additional information or submissions from the relevant parties. The Headmaster or 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 Headmaster, or delegate, is accepted.
6. If the matter remains unresolved (or, if the response from the Chair of School Council if the complaint is about the Headmaster or a School Council Director is not accepted), or the complainant is not satisfied with the outcome or the way that the complaint has been managed, the complainant may pursue external resolution alternatives.
7. Where appropriate, a corrective action entry will be made in our online complaints management system to address any underlying processes which the complaints investigation revealed may require improvement.

## Whistleblowing

Whistleblowing may be an appropriate alternative to making a complaint. You can view our [Whistleblower Policy](#) here.

## Overseas Students

If an overseas student is not satisfied with the outcome of All Saints Anglican School'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) or via their [online form](#).

**Call:** 1300 362 072 within Australia. Outside Australia call +61 2 5117 3600.

**Enquiries:** 10:00am to 4:00pm Monday to Friday, Australian Eastern Standard Time (Australian Eastern Daylight Time during daylight savings)

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

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

All Saints Anglican School's 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.

Refer further to the [International Student Ombudsman website](#) or the *International Student Complaints and Appeals Policy* in the International Student Handbook on the school's [website](#).

## Confidentiality and Privacy

The School 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 in accordance with the Australian Privacy Principles.

We will use the information you provide in your complaint to assess your complaint, conduct the investigation and conciliate. This may include disclosing the information you give us, including a copy of your complaint, to the person you have complained about (the respondent). We may also disclose your information to others who have information relevant to your complaint, if necessary.

If you do not provide this information to us, it may affect how we handle your complaint and may mean we are unable to investigate your complaint further.

For further information about how we handle personal information, please read our [Privacy Policy](#) on our website.

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