



# **Complaints Handling Policy**

## **Policy**

Complaint handling in our community language schools is equitable, efficient and accessible. We have a respectful and productive workplace culture where our members, community and staff and students can raise their concerns directly.

We maintain the highest level of professionalism in any conflict resolution process and we are committed to open communication and taking ownership.

## **Types of Complaints**

A complaint can be:

### Parent/Guardian or Student

An expression of dissatisfaction made by a parent/guardian or student about any aspect of our service, the behaviour or decisions of staff, or about practices, policies, procedures and curriculum.

### Staff member

A staff complaint about another staff member, or other, relating to a range of concerns, including interpersonal conflict, staff behaviour, disagreements about how work is allocated or managed, disagreements about the application of workplace policies or other perceived unfairness.

### School member

A complaint from a school member about any aspect of our service relating to a range of concerns including governance, professional development or other unperceived unfairness.

### Schools

A complaint about the conduct of the school member relating to a range of concerns including mismanagement of use of school property, staff behaviour, interpersonal conflict, loss of goodwill or limited risk management.

## **1. Acknowledge complaint**

### **Managing the types of complaints: Key Stages**

Acknowledge a complaint as soon as possible, ideally within 3 working days. This can be done in person, by telephone, email or formally in writing. Where the acknowledgement was made verbally, it should be documented in writing.

Ensure the complainant knows that they will be kept up to date with the progress.

Keep the matter as confidential as possible by only sharing information with those who need to know about the complaint issues.

Listen carefully to the issues and, if at all possible, resolve the complaint directly at the local level.

## **2. Gather information**

The Principal/CEO should gather information, assess the issues raised by the complaint

## **3. Resolve**

and consider reasonable outcomes.

Complaints should be finalised as soon as possible and no later than 20 working days. Keep the complainant updated on the progress of the complaint. If a delay is anticipated, inform the complainant and provide reasons for the delay.

## **4. Inform**

When giving the outcome information, explain:

- The outcome of the complaint and any action to be taken, by whom and when
- The reasons for the decision
- Any internal or external options for review

The complaint outcome should be confirmed in writing. Email is acceptable. Complex complaints may require additional record keeping e.g. notes of contentious meetings. While it is good practice to provide as much information as you can about outcomes, it is also important to keep confidential specific personal details.

Where there is a risk of significant harm to a student, the matter must be referred to the Child Protection Helpline as advised by the Mandatory Reporter Guide.

## **5. Implement actions**

Allegations of criminal conduct must be referred to NSW Police.

## **6. Record outcome**

Take all reasonable steps to implement and monitor the outcomes of the complaint.

Documentation must include:

- Contact details
- How the complaint was managed
- The outcome of the complaint, including how and whether any concerns were substantiated and actions taken in response
- The steps taken to follow up the outcome actions

## **7. Ongoing responsibilities**

Ongoing responsibilities include:

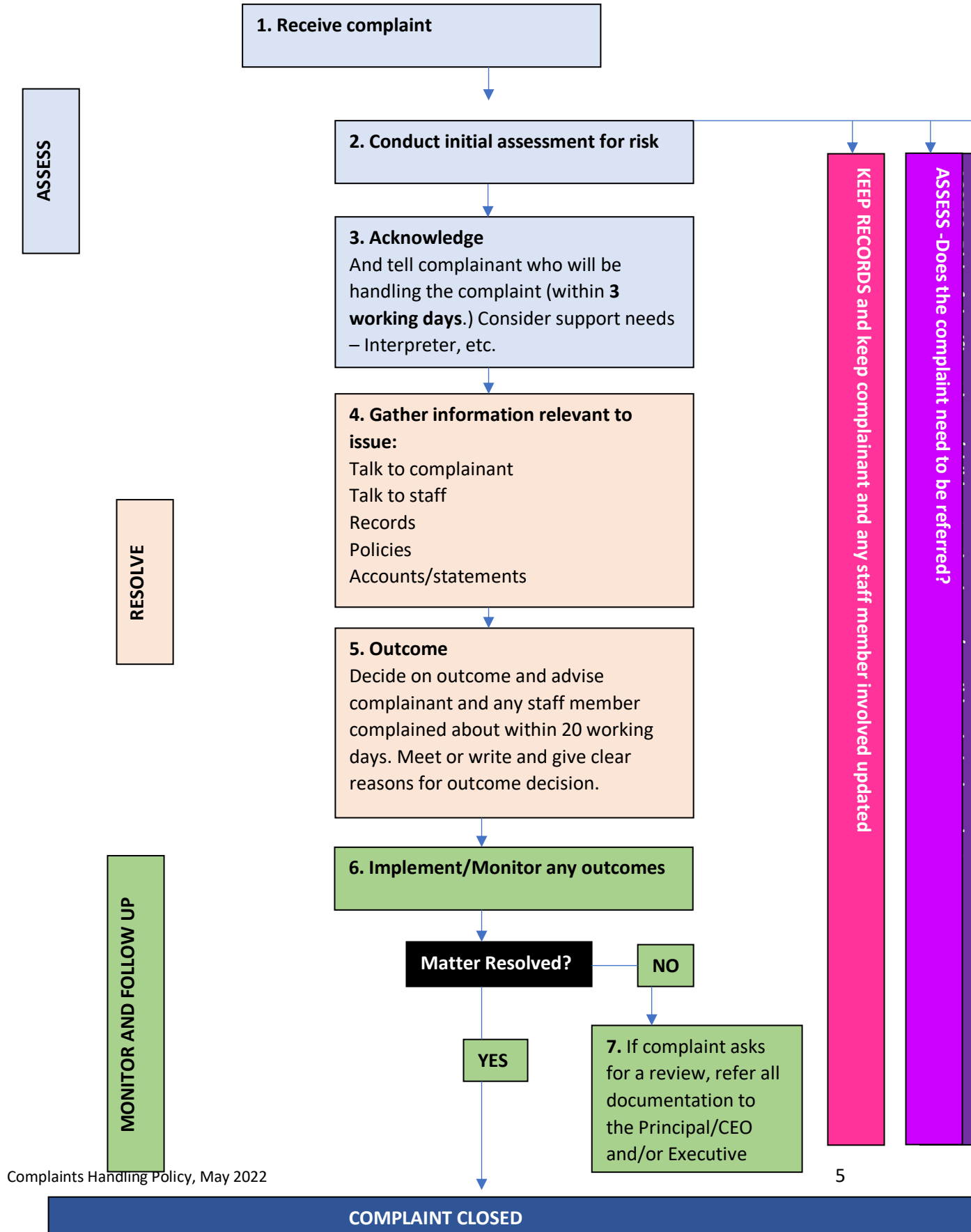
- Taking reasonable steps to prevent people being treated unfairly because a complaint has been made by them or on their behalf.
- Keep confidentiality about complaints at all times, including after a satisfactory resolution. This requires everyone, including the complainant, to ensure that information is restricted to those who genuinely need to know. People should only be told as much as they need to know and no more.
- Support those involved. To the extent possible the well-being of all parties involved in or impacted by the complaint should be monitored and support arranged where available.
- A complainant can request a review of a complaint outcome, which should be done within 10 working days from the decision, and will be carried out by an independent person and a person of equivalent or more senior level who has not previously managed the complaint.

## **Appendix**

**Consumer Complaint Flowchart**

**Community Language School Complaint Form**

## Consumer Complaint Flowchart



## Al Jaafaria Society Complaint form

If you have a complaint about any aspect of our services, we are keen to hear from you. Please complete this form in English and return this to our office.

General Information
Please select from the following. I am a/an:
<input type="checkbox"/> parent/guardian <input type="checkbox"/> student <input type="checkbox"/> member of the public <input type="checkbox"/> employee <input type="checkbox"/> school

2. Personal details					
Title	<input type="checkbox"/> Mr	<input type="checkbox"/> Mrs	<input type="checkbox"/> Ms	<input type="checkbox"/> Miss	<input type="checkbox"/> Other
What is your family name?					
What is your given name?					

3. Contact details	
What is your current residential address?	
	Postcode
What is your mailing address? (if different to residential address)	
	Postcode
Email address	
Telephone number	
Mobile phone number	
Preferred contact method	<input type="checkbox"/> Phone <input type="checkbox"/> Mobile <input type="checkbox"/> Letter <input type="checkbox"/> Email

4. Complaint details	
Have you lodged a complaint about this issue before?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	If yes, when:

5. Complaint summary	
When it happened	
Where it happened	
Who was involved	
What happened (details of your complaint)	
What you would like to happen to resolve your complaint	
Attach any documentation that supports your complaint <input type="checkbox"/> Yes <input type="checkbox"/> No	

6. Acknowledgement	
All the information provided above is true and correct to the best of my knowledge.	
Signature	Date
7. Privacy notice	
We will only use the information collected on this form to resolve your complaint and access will only be provided to authorised officers.	

8. Office use only			
Action officer			
Position		Date	
Complaint lodged	<input type="checkbox"/> by telephone	<input type="checkbox"/> in person	<input type="checkbox"/> in writing
Notes			

