



## **Complaints Handling Guide**

Penrhos College welcomes feedback from all members of the College community and takes all complaints or concerns that may be raised seriously. This Complaints Handling Guide is designed to assist you to understand our complaints handling process.

### **What is a Complaint?**

A complaint is an expression of dissatisfaction made to Penrhos College, related to our services or operations, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected.

### **Penrhos College's Commitment**

Penrhos College is committed to handling complaints effectively and efficiently. To manage complaints effectively, we have established a Complaints Handling Program in line with both the international complaints handling standard (ISO 10002:2014 Quality management – Customer satisfaction – Guidelines for complaints handling in organizations), and the Australian/New Zealand complaints handling standard (AS/NZS 10002:2014 Guidelines for complaint management in organizations).

Our 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. Our internal complaints handling process are available at no cost.

### **Informal Complaints Resolution**

The vast majority of issues causing concern in schools can be handled quickly and in an informal manner. In most cases these issues can be resolved through informal discussions with appropriate staff members. Even if an issue is able to be 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. Visiting our website and completing an online "Complaints Form"
2. Sending an email to [principalpa@penrhos.wa.edu.au](mailto:principalpa@penrhos.wa.edu.au)
3. Writing a letter to Penrhos College addressed to "The Complaints Manager".

All formal complaints will be logged into our online complaints management system and managed in accordance with the following procedure.

## Complaints Handling Process

**Step 1** - All formal complaints are logged through our online complaints management system where they are managed by a Penrhos College Staff member or when escalated a Penrhos College Complaints Officer. In the case of complaints against the Principal the Chair of the College Council will be notified.

**Step 2** – All complaints will be acknowledged in writing, within 2 business days, and allocated a target resolution date. It is our policy, where possible, to resolve all complaints within 14 days.

**Step 3** – The Complaints Officer shall conduct an investigation into the issues raised, following principles of procedural fairness and natural justice, and make a determination.

**Step 4** - Following the determination, if appropriate, the Complaints Officer shall formulate a resolution and provide a written response to the complainant. The matter will be closed if this response is accepted.

**Step 5** - 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** - 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 complaint may be formally referred to our Chair of Council.

## Overseas Students

If an overseas student isn't satisfied with the outcome of Penrhos 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](mailto: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:** <http://www.oso.gov.au/>

Penrhos 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.