



COMPLAINTS HANDLING POLICY

CATEGORY

Governance (Leadership)

POLICY STATEMENT

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 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, College Council members, volunteers, contractors and external providers.

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.

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 or 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 or Involving the College or its Staff Members – for more information.

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

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

Our internal complaints handling process are 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 at the College 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, in line with the College's Communication Protocol Statement. 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 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
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 College's Complaint Handling Guide.

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

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 safety-related complaints.

If your complaint is a child safety-related complaint, please make your complaint to Principal, principalpa@penrhos.wa.edu.au or 08 9336 9514 or if this person is the subject of your complaint please notify Chair of College Council, council.chair@penrhos.wa.edu.au.

For information about how the College manages child safety-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.

Role of the Director General

The Director General of the Department of Education is responsible for ensuring that the College observes the registration standards, including the standard about its complaints handling system. Any student, parent or community member is entitled to contact the Director General with concerns about how the College has dealt with a complaint. Information is available on the Department of Education website. While the Director General may consider whether the school has breached the registration standards, he/she does not have the power to intervene in a complaint or override the College's decision.

POLICY SCOPE

This Policy applies to all current Penrhos College staff, students, parents, volunteers, suppliers and service providers.

POLICY OWNER

Principal

ASSOCIATED DOCUMENTS

Complaints Handling Process

Procedures for Managing Child Safety Incidents or Concerns at or Involving the College or its Staff, Volunteers or Contractors