



Complaint Procedure

Staff, on receipt of a complaint from students, parents, employees, including full-time, part-time, fixed-term and casual employees, as well as contractors, volunteers and people undertaking work experience or vocational placements, whether it be to the principal or to an administrative staff or teaching staff, are to request that the complainant complete the Complaints Form provided, or if they do not wish to complete the form, they may provide the basis of the complaint by email or personal correspondence.

On receipt of the details of the complaint, the complaint will be escalated to the principal. The principal will carry out the initial investigation of the complaint including direct contact with the complainant, or through the appropriate staff contact initially with the complainant. If the principal requires further information concerning the complaint, he shall deal directly with the complainant and the staff involved in the investigation. Should the principal require, he may seek appropriate advice from professionals as to the matters arising from the complaint and the investigations carried out by the College.

If the matters complained of are assessed as urgent and/or potentially harmful to the complainant or other persons directly impacted, he will immediately consult with the Board Chair, as the College lawyer, for advice as to the appropriate conduct to be taken.

Should the matter be one where the principal has an obligation imposed by legislation, he will take action to immediately notify the appropriate authorities of his concern as well as the Board Chair.

If, after consultation with the Board Chair, the Board Chair may decide to advise the other members of the Board of the complaint and as to the remedial action, if required, that is proposed, the complainant will be kept informed of the progress of the complaint. The complaint shall receive an acknowledgement of receipt within a day of it being lodged and the course of the action proposed to be carried out by the principal.

Once the principal's investigation is completed, the principal will write to the complainant with the outcome of the investigation and advise as to the College's position in regard to the complaint. The principal in the alternative, may advise the complainant that the matter has been referred to the Board for a Board determination.

The principal will provide in writing to the complainant the determination either provided by himself or the Board.

The principal's report shall be finalised within 14 days of the complaint being made.

If it is determined that action is to be taken in response to the report, the complainant will be advised of that action.