

As outlined in the Australian Standard AS 4269-1995 our complaints handling policy demonstrates:

Commitment:

We recognise your right to complain and to have your complaint dealt with seriously.

Fairness:

We understand the need to be fair in our complaints handling processes.

Resources:

We have adequate resources for effective handling of complaints.

Visibility:

Our complaints handling processes are available from our website on:

www.cecilandrewscollege.wa.edu.au

Access:

We accept complaints lodged by phone, in writing, and via email.

Assistance:

Upon request, we will provide a complainant with the support needed to formulate and lodge a complaint.

Responsiveness:

Complaints will be dealt with quickly and efficiently.

Charges:

There will be no charge to the complainant for the raising of a complaint with the College.

Remedies:

Where a complaint results in the identification of changes that should be made in our processes, those changes will be made.

Data Collection:

Data about complaints lodged with our school is collected and recorded.

Systematic and Recurring Problems:

Complaints are regularly analysed for the identification and addressing of systematic and recurring problems.

Accountability:

We report our complaints handling processes against our documented performance standards.

Reviews:

We review our complaints handling processes annually.

Definitions

Complaint

The expression of dissatisfaction with any aspect of government education and training. It may be general in nature or relate to particular staff, a part of the organisation, a policy or decision. Any person may lodge a complaint, however staff employed by the Department of Education and Training cannot use this process if they are acting in an official capacity. A complaint must contain sufficient detail to enable it to be addressed and recorded.

Locally Managed Complaint

A verbal or written complaint made in relation to a College or staff member, and managed by the College.

Complainant

A person or persons lodging a complaint.

Cecil Andrews College



Achieving excellence together

Complaints Handling Policy Information for Parents

39 Seville Drive, Seville Grove, WA 6112

Front Office: 9234 3400

Student Services: 9234 3401

VET: 9234 3427

Email: CecilAndrews.Col@education.wa.edu.au

CAC Complaints Handling

Objectives:

To ensure that complaints lodged at Cecil Andrews College are resolved in a prompt and efficient manner.

To promote the highest standard of professionalism in dealing with our community.

Policy:

Staff at Cecil Andrews College are responsible for managing the resolution of disputes and complaints lodged with us.

We will make every effort to promptly resolve disputes and complaints lodged with us according to the principles of procedural fairness.

Where we cannot resolve a complaint, the complainant, Principal or District Director can forward written complaints to the Director General of the Department of Education and Training.

Making a Complaint

Complaints can be made:

Verbally; by letter; or by email.

Help is available at Cecil Andrews College to support complainants to formulate, write and lodge a complaint. Complaints can be lodged with the College using any of the contact methods listed above. Written complaints should be addressed as follows:

“Private and Confidential

Cecil Andrews College

39 Seville Drive, Seville Grove WA 6112”

Minimum Information When Making a Complaint:

You should provide the following information when making a complaint:

- Your name and contact details;
- Copies of any relevant correspondence or documents relating directly to the complaint;
- The nature of the complaint; and
- What you consider is needed to resolve the complaint.

In the case of a verbal complaint, where you do not want to be identified or to lodge the complaint in writing, we will endeavour to work directly with you to resolve the matter.

Responsiveness:

We will acknowledge written complaints within 5 school days. We seek to resolve local complaints within 14 days. If because of the serious nature of the complaint, it is deemed necessary to forward it on to another section of the

Department, we will do this without delay.

In all cases you will be kept informed of the progress of your complaint.

Enquiring on a complaints progress:

You may enquire as to the progress of your complaint at any time by directly contacting the appropriate person. At the time of lodging a verbal complaint, or in the acknowledgment letter for a written complaint, this person will be identified for you.

Outcome of a complaint:

We will advise you verbally or in writing of the outcome of the complaint. The outcome of all written complaints will be provided to you in writing.

When a complainant is unhappy with the outcome of a complaint:

If you are unsatisfied with our attempts to resolve your complaint, you may wish to express your concerns to the District Director. To do this contact:

“Regional Executive Director

South Metropolitan Education Regional Office

PO Box 63 South Fremantle WA 6162”

While this request can be made verbally, it is preferable that it is made in writing. Help in making this request will be provided by us, or the district office, upon your request.

Rejecting a complaint:

Complaints judged to be vexatious, trivial or without substance, or where it is judged not to warrant further action, will not be progressed. You will be advised of this decision in writing.