<table>
<thead>
<tr>
<th>Policy Name</th>
<th>Complaints Handling Policy</th>
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<tr>
<td>Head of Policy</td>
<td>Headmaster</td>
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<tr>
<td>Policy Manager</td>
<td>Headmaster</td>
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<tr>
<td>Attention</td>
<td>All Staff</td>
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<tr>
<td></td>
<td>All Parents</td>
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<td></td>
<td>All Students</td>
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<tr>
<td>Date of Introduction</td>
<td>January 2005</td>
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<td>Date Policy Updated</td>
<td>March 2019</td>
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<td>Related Legislation</td>
<td></td>
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<tr>
<td>Related Policies</td>
<td>Child Protection Policy</td>
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Please Note

“The College’s policies which are made from time to time are made pursuant to the requirements set out in section 47 of the Education Act and of the Board of Studies for registration of the school.”

This Policy is a direction to you by the College as an employee or contractor of the College. You must comply with this Policy. If you do not comply with this Policy, the College may take disciplinary action, up to and including termination of your employment or engagement.
Purpose
To provide all persons within the College community, a framework for the timely and fair resolution to complain.

To ensure that complaints are dealt with in a fair and transparent manner, which gives cognisance to the legal obligation of the College in relation to its duty of care to all students but also, guarantees procedural fairness and natural justice the employee.

Complaints, which may refer to sexual harassment or harm to children are covered in the Child Protection Policy.

Policy
St Joseph’s 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.

What is a Complaint?
A complaint is an expression of dissatisfaction made to St Joseph’s College, related to our services or operations, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected.

St Joseph’s College’s Commitment
St Joseph’s 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 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. The College’s internal complaints handling process is available at no cost.

How Do I Make a Complaint?
We ask that, where appropriate, you first raise the matter directly with the relevant staff member. If that is not appropriate or the issue was not addressed to your satisfaction, please contact our Complaints Manager on 02 9816 0900 or send an email to headmaster@joeys.org.

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. Sending an email to headmaster@joeys.org
2. Writing a letter to the College addressed to “The Complaints Manager”.
3. Telephoning the College and asking to speak to the Deputy Headmaster or Head of Boarding.

Grievance Procedure

If a teacher or other staff member believes that, the process of handling the complaint and/or the outcome of the complaint have been unfair and/or inappropriate, he/she has the right to pursue grievance procedures. In such situations, the teacher or other staff member concerned should be granted access to all file notes.

Natural Justice

In implementing this policy, the College will ensure that the principles of natural justice apply to complaint management, i.e. that:

- all parties to a complaint shall have the right to be heard;
- all relevant submissions and evidence shall be considered;
- matters that are not relevant shall not be taken into account;
- that the decision-makers shall not be biased or appear to be biased.