



Complaints Handling Policy

Complaints Handling Policy and Procedures

Introduction

We are committed to complying with our Complaints Handling requirements.

Purpose and Objectives

The School welcomes feedback from all members of the School community and takes all complaints or concerns that may be raised seriously. The Complaints Handling Policy and Procedures are designed to assist you to understand how to make a complaint.

Scope

This Policy and its procedures apply to all staff, volunteers and contractors at the school.

Responsibilities

There are no specific roles or responsibilities associated with this Policy and Procedures.

Policy

Canberra Montessori School's Commitment

Canberra Montessori School is committed to handling complaints effectively and efficiently. To manage complaints effectively, we have established a Complaints Handling Program in line with:

- the international complaints handling standard (ISO 10002:2018 Quality management – Customer satisfaction – Guidelines for complaints handling in organizations)
- the Australian/New Zealand complaints handling standard (AS/NZS 10002:2014 Guidelines for complaint management in organisations)
- the Australian Privacy Principles (APP).

Our internal complaints handling process is available at no cost.

Our complaints handling procedures include 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 School's commitment.

Complaints may be made anonymously or using a pseudonym. If you choose to do so, we will be unable to provide you with feedback on the progress and outcome of your complaint. It may also limit our ability to fully investigate the complaint if we are unable to contact you to obtain further details.

Confidentiality

Confidentiality applies to both information relating to the person making the complaint, and, if relevant, to a person against whom a complaint is made. The School is committed to maintaining the confidentiality of information throughout the complaints process.

Personally identifiable information about a complainant will only be used for the purpose of addressing the complaint and (unless the complainant consents) will be actively protected from disclosure.

Procedures

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 can be resolved informally, staff are requested to log issues through our Complaints Handling Form, so we can identify any systemic issues arising and take appropriate rectification action.

How do I make a formal complaint?

We ask that, where appropriate, you first raise the matter directly with the relevant staff member. 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 complaints@cms.act.edu.au.
2. Writing a letter to the School addressed to "The Complaints Manager"
3. Telephoning the School and asking to speak to the Complaints Manager

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

Our Internal Complaints Handling Process

Step 1 - All formal complaints are logged through our complaints management system where they are screened by the Complaints Manager, or in the case of complaints against the Principal by the Board Chair.

Step 2 – All valid complaints will be acknowledged in writing, as soon as practicable, and allocated a status, priority and target resolution date. It is our policy, where possible, to resolve all disputes within 14 days.

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

Step 4 - Following the determination, if appropriate, the Complaints Manager shall formulate a resolution and provide a written response to the complainant (unless the complaint was anonymous). The matter will be closed if this response is accepted.

Step 5 - If the initial response is not accepted, 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 - All complaints received will be entered into our Complaints Register and, 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 and/or the complainant is not satisfied with the outcome or the way the complaint has been managed, the complainant may pursue external resolution

alternatives.

Implementation

This section is not applicable.

Breach of this Policy and Procedures

This section is not applicable.

Definitions

Term	Definition
Complaint	A complaint is an expression of dissatisfaction made to Canberra Montessori School, related to our services or operations, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected.

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Source of Obligation

There are no sources applicable to this Policy.

Related Policies and Procedures

There are no related policies applicable to this Policy.

Related Forms and Documents

There are no additional documents that are related to this Policy and Procedures.

References

There are no applicable references for this Policy.

Policy History and Schedule

Insert Policy Control/Administration Information