

## COMPLAINTS HANDLING POLICY

### Our Commitment to Complaints Handling

---

Our ability to identify, manage and promptly resolve complaints, received from parents/carers, students, former students, former students' parents/carers and other key stakeholders, is an important aspect of a College's management practices.

Arethusa College's Board of Directors and Management Team is committed to handling complaints effectively and efficiently. This commitment is demonstrated through:

- The establishment, implementation and maintenance of this Program
- The appointment of a Complaints Manager to oversee this Program
- The appointment and training of senior staff to act as Complaints Officers
- Training of all staff and representatives about our complaints handling procedures
- Ensuring our complaints handling procedures are accessible to all parents/carers and other external parties
- The establishment of our online complaints management system, CompliSpace Assurance
- Regular analysis of complaints received, and the implementation of rectification action where deficiencies in our internal systems and procedures are identified.

### Guiding Principles for Handling Complaints

---

To manage complaints effectively, we have established a Complaints Handling Program in line with both the international complaints handling standard (ISO 10002:2018), and the Australian complaints handling standard (AS/NZS 10002:2014) (collectively referred to as the Complaints Handling Standards).

When managing a complaint or an appeal, the College always aims to apply the following Guiding Principles as set out in the international complaints handling standard (ISO 10002:2018).

These principles are mirrored in the Australian complaints handling standard (AS/NZS 10002:2014) in more detail, however, in the interests of ensuring that complaints handling at the College is as simple and efficient as possible, the College uses the (ISO 10002:2018) Guiding Principles.

<b>Commitment</b>	We are actively committed to defining and implementing a complaints handling process.
<b>Capacity</b>	We make sufficient resources available for, and are committed to, complaints handling, and we manage those resources effectively and efficiently.

<b>Transparency</b>	Our complaints handling process is communicated to staff, volunteers and contractors, the College community and other relevant interested parties. We provide individual complainants with adequate information about the handling of their complaint.
<b>Accessibility</b>	We aim to make the complaints handling process simple and easily accessible to all. We make information available in relation to the details of making and resolving complaints and all complaints handling information is easy to understand and use.
<b>Responsiveness</b>	We address the needs and expectations of potential complainants with respect to complaints handling.
<b>Objectivity</b>	We address each complaint, on its merits, in an equitable, objective, and unbiased manner through our complaints handling process.
<b>Charges</b>	Access to our complaints handling process is free of charge to the complainant.
<b>Information Integrity</b>	We ensure that the information about our complaints handling process is accurate and not misleading, and that data collected is relevant, correct, complete, meaningful and useful.
<b>Confidentiality</b>	Personally-identifiable information about complainants is only made available for the purpose of addressing the complaint within the College and, unless the complainant consents, actively protected from disclosure.
<b>Complainant Focused Approach</b>	We aim to put ourselves in the shoes of the complainant and understand the complaint from their point of view. We adopt a complainant-focused approach with respect to handling complaints and are open to feedback on our complaints handling process.
<b>Accountability</b>	We have established, and maintain, accountability for, and reports on, the College's decisions and actions with respect to complaints handling.
<b>Improvement</b>	One of the College's permanent objectives is the increased effectiveness and efficiency of our complaints handling process.
<b>Competence</b>	Our staff have the personal attributes, skills, training, education and experience necessary to handle complaints.
<b>Timelines</b>	The College handles complaints as quickly as possible given the nature of the complaint and the process used.