



Policy & Procedure: Complaints

Purpose:	To ensure Nungalinya College responds to complaints effectively and efficiently		
ASQA Standard:	6	Responsibility:	Principal
Version & Date:	Version 2024v2 31 st October 2024		

Summary:

This policy deals with any complaints about the College except for those by staff or volunteers working at the College, and appeals by students regarding their marks. Those types of complaints are covered by other policies.

The complaint should be made to the right Complaints Officer:

- Assistant Principal for Educational matters,
- Operations Manager for matters to do with the property and matters to do with residential services, accommodation and office administration
- Chief Financial Officer for matters to do with finance
- Principal if it relates to one of the people above

The complaint will be written on the Complaints Form.

The appropriate Complaints Officer will check the complaint and let the person who complained know the result. If the person complaining is not happy with the result they can appeal to the Principal but only for the next 28 days.

Complaints will be kept confidential.

A. Purpose and Scope:

Nungalinya College is committed to providing quality training and assessment services. The Complaints policy and procedure has been developed to ensure that Nungalinya College :

- Listens to the views of its stakeholders, students and outside contacts
- Addresses any concerns they may have
- Constantly improves the College services, products and policies

This policy applies to complaints received from stakeholders, students and outside contacts. A stakeholder is a person, group or organisation that has a direct or indirect stake in Nungalinya College because it can affect or be affected by Nungalinya College's actions, objectives, and policies. Stakeholders include, but are not limited to customers, creditors, government (and its agencies), the partner Churches and associated groups, suppliers, members of the Governing Board and students.

Types of complaints include, but are not limited to

- Complaints about Nungalinya College products or services
- Complaints regarding decisions of the College

This policy does not apply to complaints and or grievances lodged by College personnel (employees, seconded employees, contracted employees and volunteers) which are dealt with in the Staff Grievances policy.

Appeals by students regarding academic matters such as marks are dealt with in the Academic Appeals Policy.

B. Policy:

Nungalinya College will endeavour to provide a safe, harmonious and productive environment by responding to any complaints from students and other stakeholders by maintaining a process that is efficient, procedurally fair, and sensitive to the needs of the complainant. Any stakeholder should feel free to lodge a complaint about the College, its products and services or its decisions or processes. Nungalinya College may refuse to accept or investigate any complaints deemed to be frivolous, vexatious or lacking sufficient evidence or substance.

Information about the complaints handling process is communicated to learners and stakeholders in an easily accessible manner. Where appropriate a Nungalinya College Indigenous Teacher will provide interpretive assistance to the complainant. Friends, family and / or organisations may assist a complainant to make a complaint and may complain on behalf of the complainant. Complainants may request anonymity and privacy.

Complaints may be lodged in writing, electronically or verbally. Should a complaint need to be lodged in writing due to legal or other reasons this must be explained to the complainant. A verbal complaint should be recorded in full at the time of complaint by the Complaints Officer receiving the complaint, and a record of the complaint signed and dated by the complainant. As the need arises Nungalinya College will engage external individuals and or organisations to assist with the Complaints process.

The Principal is responsible for ensuring the Complaints process is implemented, monitored, reviewed, evaluated and reported. Any complainant not satisfied with the process can request the Principal to review the complaint.

Definitions

<i>Complaint</i>	An expression of dissatisfaction with regard to a product or service that requires action or response
<i>Complainant</i>	A person or organisation expressing the dissatisfaction
<i>Respondent</i>	The person that the complaint relates to

<i>Complaints Officer</i>	<ul style="list-style-type: none"> • Assistant Principal for Educational matters, • Operations Manager for matters to do with the property, residential services, accommodation and office administration • Chief Financial Officer for matters to do with finance and HR
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Confidentiality and Conflict of Interest

Nungalinya personnel involved in the Complaints process must abide by the Nungalinya College Code of Conduct and all information about the complaint is to be kept confidential.

All personnel involved in the Complaints process must declare any potential or actual conflict of interest that may exist and may impact or be perceived to impact on their ability to pursue the complaint in an impartial manner.

Reporting

The Complaints Officers will report on complaints received to the Principal, highlighting consistencies or repeated issues with regard to Nungalinya products or services and policies.

Decisions and Appeals

Complainants have the right to appeal any decision. Appeals must be lodged in writing to the Principal within 28 days of notification of a decision.

C. Procedures:

- All complaints received must be forwarded to the appropriate Complaints Officer according to the type of complaint being made. The Complaints Officer will record the complaint and determine an appropriate course of action and investigation.
- In the event the complaint relates to the Complaints Officer, the complaint must be forwarded to the Principal.
- All complaints must be recorded on the Complaints Form by the Complaints Officer. For verbal complaints the information should be recorded on the form and read back to the complainant to ensure it is accurate before signing.
- Within 14 days of receiving the complaint, the Complaints Officer will acknowledge receipt of the complaint and provide a copy of this policy to the complainant and explain the process.
- In the event the complaint refers to a criminal matter the Complaints Officer will notify the Principal, who shall refer the complainant to the appropriate authority.
- The Complaints Officer (or if relevant the Principal) will investigate the complaint or delegate the investigation to an appropriate Nungalinya College member or an approved external individual or organisation. If the investigation is delegated the Complaints Officer will propose suggested timelines for resolution.
- The Complaints Officer will notify the complainant and any respondent in writing of the investigation outcome and subsequent decisions relating to the complaint within 14 days of the outcome being known or decision made.

- The Principal is informed about the complaint and outcome and decide if any further action is required.
- Records of the complaint will be filed in the Complaints file maintained by the Principal

Appealing a Decision

- Appeals may be made in relation to any outcome or decision resulting from a complaint. The complainant or respondent or an advocate of either party on their behalf may lodge an appeal
- All appeals must be in writing to the Principal within 28 days of notification.
- On receipt of the appeal the Principal will advise the Complaints Officer of the appeal and its details.
- In the event the appeal relates to the Principal, the College Executive will be advised about the appeal and investigate the matter.
- The Principal and the Complaints Officer will consider the appeal as it relates to the decision and either:
 1. Uphold the decision
 2. Make a decision in substitution of the original decision
- The Complaints Officer will notify the complainant of the outcome in writing within 14 working days.

Maintaining Records

The Principal will retain all documentation and copies of complaints correspondence in the *Complaints File*. All records are secured in the Archive Room.

D. Associated Documents:

- Complaints Form
- Complaints File



Principal

Date: 31/10/24