



Christian Brothers College

Complaints Handling Guide

Christian Brothers College welcomes feedback from all members of the College community and takes all complaints or concerns that may be raised seriously. This Complaints Handling Guide is designed to assist you in understanding our complaints handling process.

What is a Complaint?

A complaint is a reasonable expression of dissatisfaction made to EREA Colleges Limited, or Christian Brothers College (CBC), related to our services or operations, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected.

Christian Brothers College's Commitment

CBC recognises that from time to time there may be instances where individuals or organisations disagree with the way EREA or the School has managed its operations and may wish to lodge a complaint. Such individuals may include parents/guardians, students and the general public.

CBC encourages honest and constructive feedback and takes complaints and concerns that are raised seriously. CBC acknowledges that complaints present an opportunity to improve service delivery, and it is committed to resolving complaints in an efficient, fair and timely manner. CBC recognises that its complaints handling procedures must be fair, transparent and equitable to the complainant as well as the person about whom the complaint is made.

To manage complaints effectively, EREA Colleges Ltd and CBC 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 program includes an online complaints management system which allows effective capture, management, and reporting of complaints. EREA Colleges Ltd and CBC are committed to the regular analysis of complaints received and the implementation of rectification action, where deficiencies are identified.

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 is able to be resolved informally, all staff are required to log issues through our complaints management system, so we are able to identify any systemic issues arising and take appropriate rectification action.

Complaints Handling Policy

This Complaints Handling Guide reflects [EREA Colleges Ltd Complaints Handling Policy](#), which includes further detail on the principles, scope, definitions, roles and responsibilities, and procedures for complaints handling.

How Do I Make a Formal Complaint?

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@cbc.sa.edu.au
2. Writing a letter to the College addressed to "The Complaints Manager".
3. Telephoning the College and asking to speak to the relevant Head of Campus.

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

Anonymous Complaint

EREA Colleges Ltd and Christian Brothers College endeavour to address and respond to all complaints. In some situations, it may not be able to fully address complaints that are made anonymously or without sufficient detail being provided to enable an investigation or resolution of the matter. To ensure procedural fairness, respondents have a right to know the particulars of the allegations being made against them and be given an opportunity to respond to them. In some circumstances, it may be most appropriate for the Complaints Officer to direct the complainant to make their complaint as a Whistleblower, as detailed in the [EREA Colleges Ltd Whistleblower Protection Policy](#).

Our Internal Complaints Handling Process

Step 1 – All formal complaints are logged through our online complaints management system, where they are screened by one of our Complaints Officers or the Complaints Manager. In the case of a complaint directly related to conduct by the Principal or a matter relating to Safeguarding or Professional Standards, they will be directed to the appropriate EREA Colleges Ltd staff.

Step 2 – All valid complaints will be acknowledged in writing as soon as practicable, and in any event within 10 business days. They will be allocated a status, priority and target resolution date. It is our policy, where possible, to commence an initial investigation and make a preliminary determination within 10 business days of acknowledging the complaint.

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

Step 4 – Following the determination, if appropriate, the Complaints Officer shall formulate a resolution and provide a written response to the complainant. The matter will be closed if this response is accepted.

Step 5 – If the initial response is not acceptable, 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 20 business days of the acknowledgement of the complaint. The matter will be closed if the response of the Principal, or their delegate, is accepted. Where appropriate, the matter may be escalated to the EREA Colleges Ltd Regional Director.

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 that the complaints investigation revealed may require improvement.

Step 7 – If the matter remains unresolved, the complainant may pursue external resolution alternatives.

Confidentiality

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

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

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