



TRINITY COLLEGE

Trinity College's Complaints Handling Policy

Trinity 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.

For the purposes of this policy, we use the terms "staff" and "staff member" to include any adult who has a connection to the College. This includes all current or past teaching and non-teaching staff, College Board members, volunteers, contractors, professional service providers, other paid education and care participants, tertiary students and supervisors, and any other adult who has engaged with children and young people enrolled at the College.

It is noted that neither the Minister for Education nor the Department for Education has any power to intervene in any complaints relating to the operation of a non-government school.

What is a complaint?

A complaint is an expression of dissatisfaction made to Trinity College, related to our services or operations, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected.

Complaints about:

- breaches of the Child Safe Codes of Conduct by current or former staff members, current or former students or other people on College premises or at College events
- conduct by a staff member that places any child or young person at risk, regardless of whether or not the child or young person is a student
- inappropriate behaviour or sexual misconduct by a staff member or by another person on College premises or at College events

are managed differently to other complaints.

Refer to the section at the end of this policy – Complaints about Child Safety Incidents or Concerns at or Involving the College or its Staff Members – for more information.

Trinity College's Commitment

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

- Principle 6 of the National Principles for Child Safe Organisations, using the Office of Child Safety's "Complaints Handling Guide: Upholding the Rights of Children and Young People"
- the international complaints handling standard (ISO 10002:2018 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 internal complaints handling process is available at no cost.

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.

Informal Complaints Resolution

The vast majority of issues causing concern in schools can be handled quickly and in an informal manner. We therefore ask that, where appropriate, you first raise your concern directly with the relevant staff member. Even if the issue is 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.

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@trinity.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 student's School Principal or member of the school leadership team.

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 online complaints management system where they are screened by the Deputy Head and Business Manager, or in the case of complaints against the Head of the College by the Chair of the College Board.

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 Deputy Head or Business Manager will conduct an investigation into the issues raised, following principles of procedural fairness, and make a determination.

Step 4 – Following the determination, if appropriate, the Deputy Head or Business Manager will formulate a resolution and provide a written response to the complainant. The matter will be closed if this response is accepted.

Step 5 – Internal reviews: If the initial response is not acceptable the matter will be reviewed internally by the Head of the College or delegate, who may seek additional information or submissions from the relevant parties. The Head of the College 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 Head of the College, 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, the complainant may pursue external resolution alternatives.

Overseas Students

If an overseas student is not satisfied with the outcome of College's internal complaints handling process, they may lodge an external appeal through the Overseas Students Ombudsman (OSO) which investigates complaints about problems that overseas students or intending overseas students may have with private education and training in

Australia. The services of the OSO are free. The contact details for OSO are as follows:

Email: ombudsman@ombudsman.gov.au

Call: 1300 362 072 within Australia. Outside Australia call +61 2 6276 0111.

Enquiries: 9:00am to 5:00pm Monday to Friday, Australian Eastern Standard Time (Australian Eastern Daylight Time when daylight savings is in effect)

Postal: Commonwealth Ombudsman, GPO Box 442 Canberra ACT 2601.

Website: <https://www.ombudsman.gov.au/How-we-can-help/overseas-students>

Trinity College agrees to be bound to the OSO's recommendations, and will ensure that any recommendations made are implemented within 30 days of receipt of the report.

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.

Complaints about Child Safety Incidents or Concerns at or Involving the College or its Staff Members

Complaints about or allegations of:

- breaches of the Child Safe Codes of Conduct by current or former staff members, current or former students or other people on College premises or at College events
- conduct by a staff member that places any child or young person at risk, regardless of whether or not the child or young person is a student
- inappropriate behaviour or sexual misconduct by a staff member or by another person on College premises or at College events

are managed by the College in a different way to other complaints.

This is because of the additional confidentiality and privacy requirements surrounding these kinds of matters.

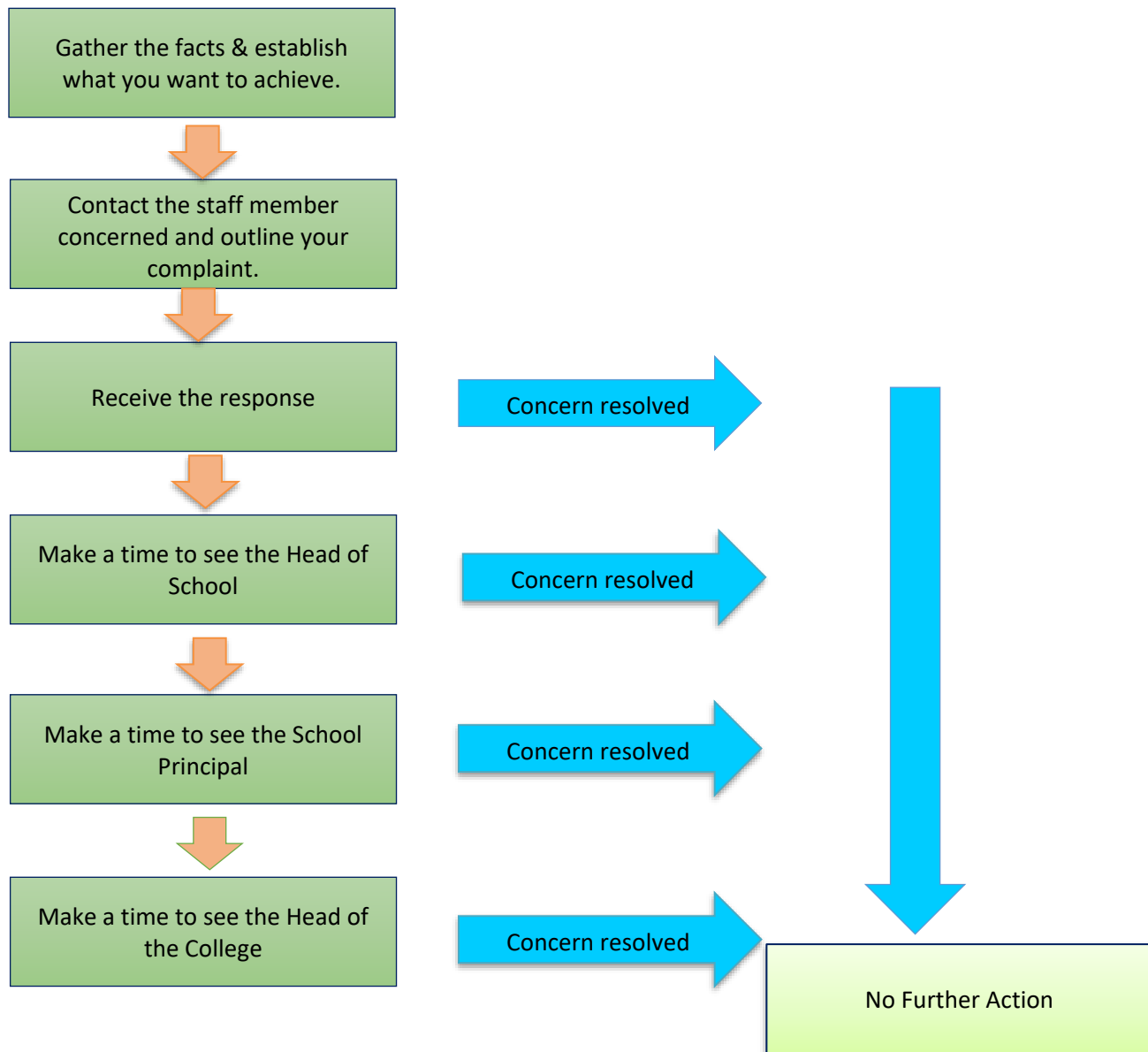
We refer to these as Child Safety-related complaints .

If your complaint is a Child Safety-related complaint, please make your complaint to: the College's Senior Child Safety Officer, Susan Hart-Lamont, either by phoning (08) 8522 0611 or by emailing hartlasu@trinity.sa.edu.au or if this person is the subject of your complaint please notify the Head of the College by calling (08) 8522 0601.

For information about how the College manages Child Safety-related complaints, as well as **any** child safety incidents or concerns at or involving the College or its staff members, please refer to our **Procedures for Managing Child Safety Incidents or Concerns at or Involving the College or its Staff Members**, available on our public website.

Managing Complaints Flowchart

General Complaints



Child Safety related Complaints

