



TRINITY COLLEGE

Trinity College's Complaints Handling Policy for Students

Trinity College welcomes feedback from all members of the College community and takes all complaints or concerns seriously. This Complaints Handling Policy is designed to help 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 any adult who has engaged with children and young people enrolled at the College.

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 expected.

Complaints about:

- breaches of the Child Safe Codes of Conduct
- conduct by a staff member that places any child or young person at risk
- inappropriate behaviour or sexual misconduct on College premises or at College events

are managed differently to other complaints.

See 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.

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 issues arising, and take appropriate 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 complaints@trinity.sa.edu.au
2. Writing a letter to the College addressed to "The Complaints Manager".

3. Asking to speak with your Principal.

Confidentiality

The College is responsible for keeping your complaint confidential throughout the process.

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

Complaints about:

- breaches of the Child Safe Codes of Conduct
- conduct by a staff member that places any child or young person at risk
- inappropriate behaviour or sexual misconduct on College premises or at College events

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

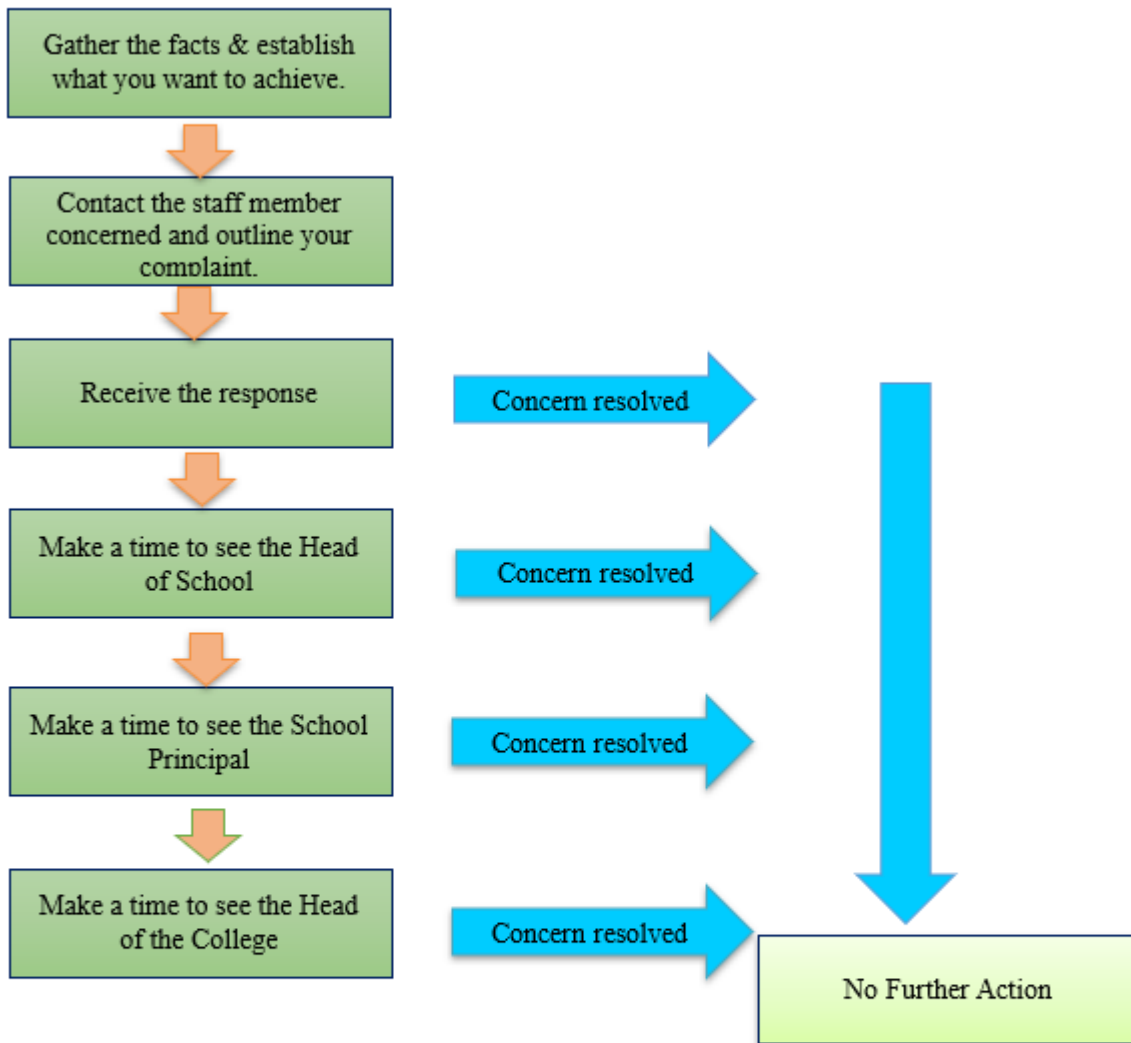
This is because of the additional confidentiality and privacy requirements surrounding these kinds of matters.

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, by emailing hartlasu@trinity.sa.edu.au

Managing Complaints Flowchart

General Complaints



Child Safety related Complaints

