

Catholic Ladies' College



Complaints Handling Procedure and Guide

clc.vic.edu.au

19 Diamond St, Eltham
Victoria 3095, Australia
03 9439 4077

ABN 44 058 164 891

Under the Stewardship of
Mary Aikenhead Ministries



MARY
AIKENHEAD
MINISTRIES

LOVE HOPE COMPASSION JUSTICE



Complaints Handling Procedure and Guide

Catholic Ladies' College welcomes feedback from all members of the college community and takes all complaints or concerns that may be raised seriously. This Complaints Handling Procedure is designed to assist you to understand our complaints handling process and should be read in conjunction with the Complaints Handling Policy.

Our Complaints Handling Program features access to online logging to facilitate the accurate recording of the complaint. Our commitment to continuous improvement relies on the timely assessment and review of any complaints and feedback received from our community.

Principles

All members of the College community are expected to treat each other with dignity and respect. In receiving and responding to complaints, our resolution process will be grounded in sound and fair procedures for information sharing, conciliation, confidentiality, investigation and decision making.

Informal Complaints

The vast majority of matters causing concern can be handled quickly and efficiently by addressing the issue with the appropriate staff member

Due to teachers' classroom and supervision duties, a complainant's first contact is best made by email, with an appointment request for either a phone conference or face-to-face meeting. The table below indicates the relevant staff member as the first point of contact:

Area of concern	Staff point of contact
Student Wellbeing matter	1. Homeroom Teacher 2. Year Level Team Leader 3. Deputy Principal Student Wellbeing (and/or Counsellor if required)
Student Learning matter	1. Subject Teacher 2. Key Learning Area Team Leader 3. Deputy Principal Learning and Teaching
VCE/VET and VCAL	VCE Coordinator VET Coordinator VCAL Coordinator
Learning Enhancement matter	1. Learning Enhancement Leader 2. Deputy Principal Learning and Teaching
Financial / Fees	Business Manager
Staff member	Principal
Other concern	Please ask Reception to direct you to the appropriate staff member

Formal Complaints

If you wish to make a formal complaint please refer to the External Complaints Form located on our website.

Appeals

The Claimant may appeal the initial response by requesting a review by the Principal or her delegate. Requests for review must be made in writing. The claimant may also seek advice from other regulatory bodies such as Catholic Education Melbourne or Mary Aikenhead Ministries.

Related resources

- Complaints Handling Policy
- International complaints handling standard (ISO 10002:2014 Quality management – Customer satisfaction) and Australian/New Zealand complaints handling standard (AS/NZA 1002:2014 Guidelines for complaint management in organisations)