



COMPLAINTS HANDLING POLICY

RATIONALE

Aquinas College (College) is committed to resolving conflicts resulting from complaints. A professional response to valid complaints ensures a prompt and just outcome and provides an opportunity to restore relationships and improve service.

PRINCIPLES

The College is committed to handling complaints in a manner consistent with our values and The Charter for Catholic Schools in the Edmund Rice Tradition, modelling the Gospel practices of forgiveness and reconciliation by the manner in which conflict is resolved.

In responding to complaints, the College will adopt processes that are timely, fair, restorative and respectful. The College seeks to be transparent in responding to and resolving complaints.

DEFINITIONS

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

POLICY STATEMENT

The College will use reasonable endeavors to respond to complaints received by it in a just and timely manner with regard to principles of natural justice, fair process and respect for the rights of the parties involved in a valid complaint.

KEY RESPONSIBILITIES

The Headmaster is responsible for the development, implementation and publishing of Complaints Handling processes in the College in accord with this EREA policy and any regulatory requirements of WA authorities.

REVIEW

The College Complaints Handling Policy will be reviewed every four (4) years unless there is a legislative or regulatory requirement to do so earlier.

RELATED DOCUMENTS

Aquinas College Complaints Management Policy Guidelines - How to Make a Complaint
EREA Complaints Handling Policy (2018)