

## 4. PROCEDURE

### MINIMUM INFORMATION WHEN MAKING A COMPLAINT

You should provide the following information when making a complaint.

- (a) Your name and contact details.
- (b) Copies of any relevant correspondence or documents relating directly to the complaint.
- (c) The nature of the complaint.
- (d) What you consider is needed to resolve the complaint.

In the case of a verbal complaint, where you do not want to be identified or to lodge the complaint in writing, the College will endeavour to work directly with you to resolve the matter.

### RESPONSIVENESS

The College will acknowledge written complaints within five (5) College working days. The College seeks to resolve local complaints within fourteen (14) College working days. If because of the serious nature of the complaint, it is deemed necessary to forward it on to another section of the DET, the College will do this without delay.

In all cases you will be kept informed of the progress of your complaint.

### ENQUIRING ON A COMPLAINTS PROGRESS

You may enquire as to the progress of your complaint at any time by directly contacting the person with whom you have made contact. At the time of lodging a verbal complaint, or in the acknowledgment letter for a written complaint, this person will be identified for you.

### OUTCOME OF A COMPLAINT

The College will advise you verbally or in writing of the outcome of the complaint. The outcome of all written complaints will be provided to you in writing.

### WHEN A COMPLAINANT IS UNHAPPY WITH THE OUTCOME OF A COMPLAINT:

If you are unsatisfied with the College's attempts to resolve your complaint, you may wish to express your concerns to the District Director.

To do this contact:

Ms Rose Moroz  
District Director  
Swan Education District Office  
18 Blackboy Way  
Beechboro WA 6063  
Tel: 9442 6666  
Fax: 9442 6600  
Email: swan.deo@det.wa.edu.au

While this request can be made verbally, it is preferable that it is made in writing. Help in making this request will be provided by the College, or the District Office, upon your request.

### REJECTING A COMPLAINT

Complaints judged to be vexatious, trivial or without substance, or where it is judged to not warrant further action, will not be progressed. You will be advised of this decision in writing.



**Tuart College**  
**Banksia Street**  
**Tuart Hill WA 6060**

**Tel: (08) 9242 6222**  
**Fax: (08) 9444 8538**

**Email: tuart@tuartcollege.wa.edu.au**



**COMPLAINTS HANDLING**  
**POLICY AND PROCEDURES**

# 1. DEFINITIONS

## COMPLAINT

A complaint is an expression of dissatisfaction with any aspect of government education and training. It may be general in nature or relate to particular staff, a part of the organisation, a policy or a decision. Any person may lodge a complaint, however staff employed by the Department of Education and Training (DET) cannot use this process if they are acting in an official capacity. A complaint must contain sufficient detail to enable it to be addressed and recorded.

## LOCALLY MANAGED COMPLAINT

A locally managed complaint is a verbal or written complaint made in relation to a school or staff member, and managed by the school.

## CENTRALLY MANAGED COMPLAINT

A centrally managed complaint is a complaint lodged in writing with the Director General of the DET, and managed at Central Office. Such complaints may be redirected to the local level to be managed if it is deemed appropriate.

## COMPLAINANT

A complainant is a person or persons lodging a complaint.

# 2. OBJECTIVES

To ensure that complaints lodged at Tuart College are resolved in a prompt and efficient manner.

To promote the highest standard of professionalism in dealing with the College community.

# 3. POLICY

Staff at Tuart College are responsible for managing the resolution of disputes and complaints lodged with it.

The College will make every effort to promptly resolve disputes and complaints lodged with it according to the principles of procedural fairness.

Where the College cannot resolve a complaint, the complainant, Principal or District Director can forward written complaints to the Director General of the DET.

As outlined in the Australian Standard AS 4269-1995 the College's complaints handling policy will demonstrate the following.

## COMMITMENT

The College recognise your right to complain and to have your complaint dealt with seriously.

## FAIRNESS

The College understand the need to be fair in our complaints handling processes.

## RESOURCES

The College has adequate resources for effective handling of complaints.

## VISIBILITY

The College's complaints handling processes are available from the College's website on: [www.tuartcollege.wa.edu.au](http://www.tuartcollege.wa.edu.au)

## ACCESS

The College accepts complaints lodged by telephone, in writing, fax and via email.

## ASSISTANCE

Upon request, the College will provide a complainant with the support needed to formulate and lodge a complaint.

## RESPONSIVENESS

Complaints will be dealt with quickly and efficiently.

## CHARGES

There will be no charge to the complainant for the raising of a complaint with the College.

## REMEDIES

Where a complaint results in the identification of changes that should be made to the College processes, those changes will be made.

## DATA COLLECTION

Data about complaints lodged with the College is collected and recorded.

## SYSTEMIC AND RECURRING PROBLEMS

Complaints are regularly analysed for the identification and addressing of systemic and recurring problems.

## ACCOUNTABILITY

The College reports its complaints handling processes against our documented performance standards.

## REVIEWS

The College reviews its complaints handling process annually.

Complaints can be made verbally, or by letter, email or fax.

Help is available at the College to support complainants to formulate, write and lodge a complaint. Complaints can be lodged with the College using any of the contact methods listed above. Written complaints should be addressed to:

"Private and confidential"

Tuart College  
Banksia Street  
Tuart Hill WA 6060