

Compliment, Complaints and Feedback Policy and Procedure

- **Objective**

This Policy sets out the process for all staff, parents, guardians or carers, students and visitors of Cheshire School for providing feedback on the services provide by Cheshire School.

- **Scope**

This Policy applies to the staff, parents/guardians, students, visitors, and any other person involved with the service.

All feedback identified as a complaint will be handled under this Policy.

Complaints not covered by this Policy include:

- Complaints relating to child abuse which are covered under the Child Safety and Wellbeing Policy/Procedure and the Responding to and Reporting Child Abuse;
- Complaints relating to equal opportunity, which are covered under the Equal Opportunity and Anti-Bullying Policy
- Complaints related to industrial or employment matters, where bestchance will act in accordance with specific staffing policies and the requirements specified under relevant awards, industrial agreements or legislation
- Complaints relating to an allegation of reportable conduct by a staff member and/or volunteer can be made via the Reportable Conduct Policy;
- Cheshire School may, in relation to complaints concerning the unacceptable behaviour of a specific child or children, refer to the resolution procedures detailed in the Behaviour Management Policy.

The Head of School (or Nominee) of Cheshire School is responsible for ensuring that:-

- All staff and volunteers take all complaints seriously and are responded to promptly and thoroughly and that compliments, complaints and feedback can be made via:-
 - A Compliment, Complaint and Feedback form;
 - Email or telephone call and/or
 - Personally through a conversation
- all Compliment, Complaint, Feedback forms are actioned and responded to in a timely manner
- all Compliments Complaints and, Feedback forms are recorded and reported quarterly to the Governance Team
- for instances where a complaint requires escalation and/or where the complaint is of a serious nature that the complaint is referred to the General Manager Governance and Training Services to enable an independent investigation to occur.

- **Context and Guiding Principles**

Values

All complaints will be actioned to a resolution, where possible to the mutual satisfaction of those involved. Complaints will be handled to ensure:-

- Fairness and equity in dealing with disputes and complaints
- Compliance will all legislative and statutory requirements
- Confidentiality is maintained
- Complaints are managed in line with the Integrated Quality and Risk Framework

Compliment, Complaints and Feedback Policy and Procedure

Purpose

The Head of School will:-

- Provide clear procedures, via this document, for making and dealing with compliments, complaints and feedback
- Comply with all legislative requirements
- Investigate all complaints, providing a resolution within 30 days, or if the issue cannot be resolved within 30 days advise the complainant in writing of the extension and timeframe required to resolve
- Ensure that in instances where a complaint requires escalation and/or where the complaint is of a serious nature that the complaint is referred to the General Manager Governance and Training Services
- Ensure that all serious complaints and/or concerns are reported to the relevant authorities, whether or not the law requires reporting and co-operation is provided with law enforcement

Definitions

Word	Definition
Compliment	<ul style="list-style-type: none"> • A polite expression of praise or admiration
Complaint	<ul style="list-style-type: none"> • A statement that something is unsatisfactory or unacceptable
	<ul style="list-style-type: none"> • Information about reactions to a product, a person's performance of a task etc., which is used as a basis for improvement
Resolution	<ul style="list-style-type: none"> • The outcome
Escalation	<ul style="list-style-type: none"> • To move up to the next step
Internal Investigation	<ul style="list-style-type: none"> • An internal investigation into a serious incident carried out by the Governance Team in line with the Integrated Quality and Risk Framework

Policy

Cheshire School will encourage all staff, students, parents, guardians and carers and visitors to provide their feedback be it:

- A compliment
- A complaint
- General feedback

Feedback is welcomed formally, in writing and informally via verbal and can be anonymous.

Associated Procedures

6.1 Procedure

1. All persons involved with Cheshire School are encouraged to provide the feedback via email, telephone and/or Compliment, Complaint and Feedback Form
2. All feedback identified as a complaint will:-

Compliment, Complaints and Feedback Policy and Procedure

- Be acknowledged within 48 hours
 - Be investigated by The Head of School or Nominee and resolved within 30 days where possible
3. All complaints will be investigated and resolved within 30 days (where possible)
 4. All feedback will be recorded and reported quarterly to the Governance Team
 5. Ensure that complainants are notified in instances where complaints cannot be resolved in 30 days
 6. Ensure all complaints that cannot be resolved at the program level are referred to the Governance Team

6.2 Assessment of feedback

The Head of School, or nominee will determine the appropriate policy that covers the complaint.

Should the feedback be a compliment and/or an opportunity for continuous improvement, the feedback will be discussed at the next available team meeting for consideration.

All stakeholders of Cheshire School, including teachers, staff, parents, guardians or carers and students will be required to provide formal written feedback each year. This process will ensure that the School maintains best practices and strives for continuous improvement of all services offered.

6.3 Processing a complaint

In processing the complaint, the Head of School, or Nominee will ensure the following steps are undertaken (as required):-

- Acknowledge the complaint and/or meet the complainant in person (if practical) as soon as possible
- Consider the nature and the details of the complaint
- Inform the complainant of the process for dealing with complaints
- Provide the complainant with the opportunity to provide any additional information
- Report any complaints or concerns to relevant authorities, whether or not the law requires reporting. This may include reporting to the Victorian Registrations and Qualifications Authority, Department of Education and Training or Victoria Police.
- Maintain appropriate records of information and data collected
- Respect the confidential nature of information relating to the complaint and handle any complaint in a discrete and professional manner. All written information relating to the complaint will be retained in a secure location with access limited.

6.4 Investigate the complaint and gather relevant information

To assist in determining a solution, the Head of School, or Nominee will (as required):-

- Investigate the complaint including interviewing any witnesses, should the complaint be regarding an incident
- Determine if the complaint cannot be resolved and requires escalation will refer the complaint to the Governance Team to independently investigate

6.5 Resolution

The Head of School or Nominee will:-

- Determine the findings of the complaint
- Advise the complainant of the outcome

Compliment, Complaints and Feedback Policy and Procedure

- Include in the Compliments, Complaints and Feedback Register
- Conduct quarterly analysis of all compliments, complaints and feedback to identify areas of best practice and opportunities for continuous improvement
- Provide quarterly reports to the Governance Team

6.6 Record keeping

All records, including those managed at the school level and those escalated, must be retained in line with recordkeeping, reporting privacy and employment law obligations.

- **Related Policies**
 - Integrated Quality and Risk Framework
 - Child Safety and Wellbeing Policy
 - Responding to and reporting child abuse
 - Anti-bullying and Non-Violence Policy
- **Relevant Legislation Sources**
 - [The Education and Training Reform Act 2006](#)
 - [Education and Training Reform Regulations 2017](#)
 - [Information Privacy Act 2000](#)
 - [Public Records Act 1973](#)
 - [Health Records Act 2001](#)
 - The guidelines for the minimum standards and other requirements for the registration of schools including those offering senior secondary courses
 - Compliment, complaint and feedback form