



*Nano Nagle*  
NETWORK

## EREA Nano Nagle Network Complaints & Feedback Policy – Young People and Community

Policy number	NNN/EIP/0420	Version	May 2020
Drafted by	Principal	Approved by	Principal
Responsible person	Principal	Scheduled review date	December 2020

### Introduction

EREA Nano Nagle Network (hereon in referred to as 'NNN') Flexible Learning Centre's offer an inclusive specialist secondary school setting for young people who are disengaged or are at imminent risk of disengaging from mainstream education. Where a young person has been identified as being particularly vulnerable, extra measures will be taken as required in order to support their positive engagement in the school community.

### Purpose

The purpose of this policy is to describe the parameters in which complaints (including grievances) and feedback from young people and community members are managed within a NNN South East Network Flexible Learning Centre. This policy complies with all applicable State and Commonwealth laws.

### Policy

NNN respects the right of all members of the community to have access to a process, which will give full and fair consideration to any complaint grievance that may arise. All feedback and complaints and subsequent follow up actions will be recorded in a school complaint register.

The process described in this policy aims to address in a timely and equitable manner any complaint raised to ensure that the rules of natural justice are followed.

### AUTHORISATION

Chloe Hand  
Principal  
EREA NNN  
April 2020

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## 1. Responsibility

It shall be the responsibility of the **Principal** (or a delegated authority) to implement this policy and to monitor its performance.

It is the responsibility of the **Campus Principal/Head of Campus** to ensure that:

- They are familiar with this policy and procedure/s, and follow them accordingly;

It is the responsibility of the **Principal** to ensure that:

- All **Heads of Campus/Campus Principals** are aware of their responsibilities in regard to this policy; and
- **Heads of Campus/Campus Principals** are given continuous support and guidance to support and implement this policy.

## 2. Scope

This policy outlines the handling and management of feedback and complaints from young people and community members at Flexible Learning Centre's in the NNN. Our schools include:

- St Francis Flexible Learning Centre; and
- St Joseph's Flexible Learning Centre (North Melbourne and Geelong);

## 3. Using Feedback to Improve Quality and Service Provision

NNN is dedicated to providing high quality education and support to the young people enrolled in our Flexible Learning Centre's. We consider an effective feedback handling process to be an essential part of what we do and to provide an insight into services that are not working as well as they might.

We view all the feedback we receive as an opportunity to develop and improve the quality of the education and support to young people and their families/carers. Every item of feedback we receive is read by one of our staff members, and where appropriate, fed into our continuous improvement processes.

NNN reviews the feedback and complaints we receive as part of monitoring and improving our services. Summary information from our feedback and complaints systems is analysed and used in our service design and improvement activities to continually improve the quality and effectiveness of our services.

We may use feedback from stakeholders in our publications (e.g. Annual Report), newsletters, marketing material, and for training and quality assurance purposes. This is always done in a way that protects the identity of the individual, or if this is not possible or appropriate, with their express permission.

Young people and the community are notified of the NNN complaints and feedback process, and how to access relevant document, in the newsletters distributed by each FLC at the end of each term.

## 4. Responding to Feedback, including Complaints

NNN will investigate and respond to all complaints. NNN also acknowledges individuals providing other types of feedback e.g. compliments and suggestions. NNN will treat any individual making a complaint (or providing any form of feedback) with dignity, respect and confidentiality. NNN will not respond to feedback that is provided in an offensive, harassing or malicious manner

## 5. Receiving Feedback and Complaints

Feedback and complaints can be received in a number of ways. An individual may:

- Write a letter; and
- Verbally tell a member of staff; and
- Email a staff member, or the administration email address for the FLC.

NNN may be limited in what action it can take in responding to, investigating and addressing anonymous feedback.

## 6. Providing Assistance

If requested, NNN will assist an individual to provide feedback or lodge a complaint by recording an individual's feedback or complaint, and ensuring the complainant understands the complaints process.

An individual providing feedback or making a complaint may appoint a third party to act on their behalf. NNN will respond to the third party, subject to the provision of appropriate written authority.

## 7. Managing Feedback and Complaints

All complaints received by a Flexible Learning Centre will be investigated by either the Head of Campus or Campus Principal. If the complaint received, concerns a Head of Campus or Campus Principal, any investigation or follow up will be conducted by the Principal.

If the complaint received concerns the Principal, any investigation or follow up will be conducted by the EREA Director – Southern Region.

In receiving a complaint, NNN will:

- Acknowledge receipt of the complaint within five (5) working days where possible, and if a response has been requested;
- Investigate the issue raised and decide on any actions or improvements that may be required;
- Advise relevant government departments and/or external agencies where required to under legislation;
- Respond to the individual making the complaint within 28 business days of receipt (or sooner if required by contract or legislation) with the outcome of the investigation. If the matter cannot be resolved within this time, NNN will advise the individual of the reasons for the delay and provide a revised timeframe;
- Ensure appropriate records are maintained in accordance with NNN policies and procedures, any applicable program or contractual requirements, and applicable Privacy legislation. In receiving other types of feedback, NNN will acknowledge the receipt of the feedback with an appropriate expression of appreciation; and
- Details of all complaints and feedback will be recorded at each Flexible Learning Centre using a Complaints and Feedback Register.

### *Mediation:*

As required, NNN will arrange mediation to identify the disputed issues between the parties, develop options, consider alternatives and endeavour to reach an agreement.

This is facilitated by a 'mediator', an experienced and trained professional appointed by NNN. The mediator is a neutral third party who has no advisory or other determinative role with regard to the content of the dispute or the outcome of its resolution.

## **8. Reviewing Complaints**

If an individual is not satisfied with NNN's response to their feedback or complaint, and the matter is unresolved, they may request follow up by the NNN Principal, or the EREA Regional Director – Southern.

### **Related Documents**

- SFFLC Flow chart for making complaints – Young People and Community
- SJFLC Flow chart for making complaints – Young People and Community