

Xavier Flexi Schools Network

Complaints Handling Guide

Xavier Flexi Schools Network welcomes feedback from all members of the Centre community and takes all complaints or concerns that may be raised seriously. Integral to the ethos of the Network is the imperative to continuously improve outcomes for its young people and promote an enriching work environment for both staff and young people. This Complaints Handling Guide is designed to assist you to understand our complaints handling process.

Complaints relating to Child Safeguarding should be addressed to the Principal. If the concern relates to the Principal, contact the EREA Director of Schools(QLD) for a confidential discussion by calling 07 3737 6712.

Xavier Flexi Schools Network comprises of the following four schools, **The Centre Education Programme, Inala Flexible Learning Centre, Ipswich Flexible Learning Centre and Townsville Flexible Learning Centre including campuses at Bowen and Burdekin.**

What is a Complaint?

A complaint is an expression of dissatisfaction made to any of the above schools, related to our services or operations, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected. A complaint can be made by anyone including a student, former student, parent/caregiver, family member, staff member, volunteer, contractor or member of the wider community. Complaints can either be informal or formal:

- **Informal complaint** – is a complaint that can be resolved either at the time the complaint is made and received, or very shortly after its received.
- **Formal complaint** – is a complaint that requires further investigation and/or written acknowledgement and response.

All complaints received will be logged through our complaints management system and submitted to the Centres Complaints Officer for screening and further action.

Xavier Flexi Schools Commitment

The Centre Education Programme, Inala Flexible Learning Centre, Ipswich Flexible Learning Centre and Townsville Flexible Learning Centre are committed to handling complaints effectively and efficiently. To manage complaints effectively, we have established a Complaints Handling Program in line with both the international complaints handling standard (ISO 10002:2014 Quality management – Customer satisfaction – Guidelines for complaints handling in organisations), and the Australian/New Zealand complaints handling standard (AS/NZS 10002:2014 Guidelines for complaint management in organisations).

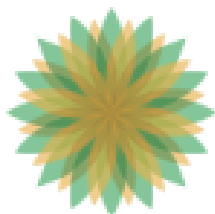
Our program includes the establishment of an online complaints management system which allows us to effectively capture, manage and report on complaints. Regular analysis of complaints received and the implementation of rectification action, where deficiencies are identified, are key to the Centre's commitment. Our internal complaints handling process are available at no cost.

Informal Complaints Resolution

The vast majority of issues causing concern in schools can be handled quickly and in an informal manner. In most cases these issues can be resolved through informal discussions with appropriate staff members. Even if an issue is able to be resolved informally all staff are required to log issues through our complaints management system, so we are able to identify any systemic issues arising and take appropriate rectification action.

How Do I Make a Formal Complaint?

If you have been unable to resolve a matter informally, or simply wish to make a formal complaint you can do so by any of the following means:



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1. Sending an email to xavier.complaints@ereafsn.edu.au
 2. Writing a letter to the Centre addressed to “The Complaints Manager”, PO Box 1861, Milton QLD 4064
- Telephoning the Centre and asking to speak to the Head of Campus
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| The Centre Education Programme | 07 3808 6800 |
| Inala Flexible Learning Centre | 07 3548 5800 |
| Ipswich Flexible Learning Centre | 07 3447 9310 |
| Townsville Flexible Learning Centre | 07 4724 9600 |

All formal complaints will be logged into our online complaints management system and managed in accordance with “Our Internal Complaints Handling Process”.

Our Internal Complaints Handling Process

1. All formal complaints are logged through our online complaints management system where they are screened by one of our Complaints Officers, the Complaints Manager, or, in the case of a complaint directly related to conduct by the Principal, Head of Campus or Member of the Xavier Advisory Council, then speak of the EREA Director of Schools (QLD)
2. All valid complaints will be acknowledged in writing as soon as practicable, and in any event within 10 business days. They will be allocated a status, priority and target resolution date. It is our policy, where possible, to commence an initial investigation and make a preliminary determination within 10 business days of acknowledging the complaint.
3. The Complaints Officer shall conduct an investigation into the issues raised, following principles of procedural fairness, and make a determination.
4. Following the determination, if appropriate, the Complaints Officer shall formulate a resolution and provide a written response to the complainant. The matter will be closed if this response is accepted.
5. If the initial response is not acceptable the matter will be reviewed internally by the Principal or the Principal’s delegate, who may seek additional information or submissions from the relevant parties. The Principal or their delegate seek to resolve all disputes within 20 business days of the acknowledgement of the complaint. The matter will be closed if the response of the Principal, or their delegate, is accepted. Where appropriate, the matter may be escalated to the EREA Director of Schools (QLD)
6. All complaints received will be entered into our Complaints Register and, where appropriate, a corrective action request will be made to address any underlying processes which the complaints investigation revealed may require improvement.
7. If the matter remains unresolved, the complainant may pursue external resolution alternatives.

Confidentiality

Confidentiality applies with respect to both information relating to the person making the complaint, and, if relevant to a person against whom a complaint is made. The Centre is committed to maintaining the confidentiality of information throughout the complaints process.

Personally identifiable information about a complainant will only be made available for the purpose of addressing the complaint and (unless the complainant consents) will be actively protected from disclosure.

For Further Information:

For further information about the guide or process, please contact xavier.complaints@ereafsn.edu.au