

COMPLAINTS HANDLING POLICY

For Non-Compliance with St Ursula's College
Student Protection Processes

Introduction

St Ursula's College is committed to ensuring that all staff comply with their responsibilities as detailed in the St Ursula's College Student Protection Processes. This complaints procedure is to address allegations of non-compliance with St Ursula's College Student Protection Processes in accordance with the *Education (Accreditation of Non-State Colleges) Regulation 2001 (Qld)*. St Ursula's College takes all allegations of non-compliance with St Ursula's College Student Protection Processes seriously.

What is the aim of this complaints procedure?

The procedure aims to:

- Provide a complainant with access to an open and responsive complaints handling process;
- Enhance the ability of St Ursula's College to resolve complaints in a consistent, systematic and responsive manner; and
- Assist St Ursula's College to provide a child centred approach to resolving complaints.

Overview of the procedure

- Step 1- Complainant completes the 'Record of Complaint about Non-Compliance with St Ursula's College Student Protection Processes (Form) and submits it;
- Step 2- St Ursula's College receives the completed Form and appoints a Complaint Manager who assesses the available material;
- Step 3- The Complaint Manager determines the appropriate actions to resolve or respond to the complaint; and
- Step 4- If appropriate, St Ursula's College may instigate a systems review or confidential disciplinary process.

What type of complaint is covered by this procedure?

Only complaints about non-compliance with St Ursula's College Student Protection Processes may be made under this procedure. Other complaints should be referred to the College to manage in the first instance – or, if the complaint concerns the Principal, the St Ursula's College Board Chair.

Who may lodge a complaint?

Any person may lodge a complaint following the processes described in this procedure, where they believe that a staff member has not complied with St Ursula's College Student Protection Processes.

How is a complaint lodged?

If you have a complaint relating to non-compliance with St Ursula's College Student Protection Processes, you are requested to lodge your complaint on the Record of

Complaint about Non-Compliance with St Ursula's College Student Protection Processes form which can be accessed through the St Ursula's College website.

Completed forms may be lodged by :

- Sending an email to the Principal: principal@stursulas.qld.edu.au
- Posting a complaint to the Principal, LMB 600, Yeppoon, Qld, 4703

Why do I have to fill in a form?

The *Record of Complaint* about Non-Compliance with St Ursula's College Student Protection Processes form will help you to provide St Ursula's College with the information required to assess your complaint and determine what action can be taken. Please complete all the questions on the form. If you have any questions, or require assistance to complete the form, please telephone St Ursula's College on 07 4939 9600.

What information is requested on the form?

You are requested to provide your name and contact details. You may make an anonymous complaint; however, the complaint will only be able to be assessed and progressed where sufficient details are provided. Insufficient information may mean that further action by St Ursula's College may be limited.

In addition, you are requested to provide:

- the details, especially their name, of the staff member whom you believe may not have complied with St Ursula's College Student Protection Processes,
- the details of your concern;
- other information which you believe may be relevant; and
- the outcome you wish to see/how you would like the issue resolved.

What happens when my complaint is received by the Principal of St Ursula's College?

The Principal will acknowledge receipt of your complaint form and provide you with a timeframe for addressing your complaint, assess the complaint and decide the most appropriate course of action to address it. This may include:

- telephoning or meeting with you to clarify your complaint;
- coordinating any enquiry necessary in order to address the complaint;
- facilitating remedial action if Student Protection processes have not been followed; and communicating with you at the conclusion of the process.

In some circumstances, St Ursula's College may conduct a systems review in order that the College may improve its processes. A complaint may also progress to confidential disciplinary action against an employee.

Will my information be stored confidentially?

Yes St Ursula's College treats all information in its possession with a high level of confidentiality. Procedures are in place to secure files and prevent unauthorised access.

Unsure about whether you should make a complaint to St Ursula's College?

If you wish to seek further information about making a complaint about non-compliance with St Ursula's College Student Protection Processes, please speak with your College Principal.

RECORD OF COMPLAINT

ABOUT NON-COMPLIANCE WITH ST URSULA'S COLLEGE STUDENT PROTECTION PROCESSES

The following questions should be used as a guide to help you determine whether or not your complaint is a relevant for St Ursula's College to manage under this non-compliance with St Ursula's College Student Protection Processes procedure. Information about the procedures and St Ursula's College Student Protection Processes may be accessed [here](#).

Submit the completed form either:

- by email to the Principal, Principal@stursulas.qld.edu
- by post to the Principal, LMB 600, Yeppoon, Qld, 4703

If you need assistance to complete the form, please contact the St Ursula's College Student Protection Contact on 07 4939 9600.

1. Is your complaint about a staff member who may have behaved inappropriately toward a Student that has not yet been reported to the College/Principal?

If 'Yes' you should report the matter immediately to the College Principal (or the St Ursula's College Board Chair if the matter involves the Principal) and not proceed with this process

Yes

No

2. Is your complaint about someone who may have significantly harmed a Student that has not yet been reported to the College/Principal?

If 'Yes' you should report the matter immediately to the College Principal (or the St Ursula's College Board Chair if the matter involves the Principal) and not proceed with this process

Yes

No

3. Is your complaint about someone sexually abusing or likely to sexually abuse a Student that has not yet been reported to the College/Principal?

If 'Yes' you should report the matter immediately to the College Principal (or the St Ursula's College Board Chair if the matter involves the Principal) and not proceed with this process

Yes

No

4. Does your complaint relate to a Student Protection matter (i.e. sexual or likely sexual abuse of a Student, significant harm to a Student or inappropriate behaviour by a staff member towards a Student) that has already been reported to the College and which you believe has not been managed in accordance with St Ursula's College Student Protection Processes?

If 'YES', complete the remaining questions on this form to assist us to manage your complaint

Yes

No

If 'NO', please direct your concern to the Principal in the first instance

The following Record of Complaint about Non-Compliance with St Ursula's College Student Protection Processes will help St Ursula's College with information to assess your complaint and determine what action can be taken.

Please complete all the questions on the form.

**RECORD OF COMPLAINT ABOUT NON-COMPLIANCE WITH
ST URSULA'S COLLEGE
STUDENT PROTECTION PROCESSES**

YOUR PERSONAL DETAILS (THE COMPLAINANT)

Title

First Name:

Last Name:

Address

Telephone (Home):

Telephone (Work):

Mobile

Email Address:

Please specify in what capacity you are making the complaint (e.g. student, former student, parent, guardian, other):

DETAILS OF THE STAFF MEMBER YOU ARE COMPLAINING ABOUT

Staff Member's Name

Role/Position

DETAILS OF THE COMPLAINT

In the space below, please outline your complaint, providing full details including:

- **What the particular complaint is about.**
- **Full details of the complaint (e.g. what happened, where it happened, to whom it happened, when it happened).**
- **Why you believe St Ursula’s College Student Protection Processes have not been followed.**

If you do not have enough space below, please attach a separate sheet to this form

FURTHER INFORMATION

- **Referral to other persons or agency:**

If you have referred this complaint to another person or agency e.g. the Police or Child Safety, what was the outcome of the complaint? What were you advised? Please attach copies of any relevant documents.

