



HANDLING OF COMPLAINTS POLICY – EXTERNAL

1. PURPOSE

The purpose of this Policy is to set the guidelines for dealing with formal complaints from members of the public or third parties to St Andrew's Anglican College (the College).

2. SCOPE

This Policy relates to complaints made by local residents, contractors, service providers and other third parties.

3. EXTERNAL REFERENCES

No External References

4. DEFINITIONS

For the purpose of this policy....

- A **Complaint** is an expression of dissatisfaction with a real or perceived problem. A complaint may be made about the College as a whole, about a specific area within the College or about an individual student or member of staff.
- An **External Party** is a member of the general public, a contractor or organisation that provides goods and services to the College or an organisation that has no business relationship with the College.

5. RATIONALE

Problems are likely to arise if members of the public feel that the College is not open to their concerns. It is better to address a direct complaint than to have complainants sharing their dissatisfaction with others. The College wishes to encourage the community to voice their concerns to ensure they feel valued and involved in the College. It is recognised that this is more likely to occur when the culture of the College is open and complaints are received in a positive manner.

An expression of concern, or a simple query, may grow into a more challenging matter if members of the College community feel they have been brushed aside. Equally, issues with the potential to become acutely difficult may dwindle and fade if they are handled well at the initial stage.

6. PRINCIPLES

The key principles for handling complaints directed to the College are:

- Complaints must be received in a positive manner
- Complainants must be taken seriously and with respect
- Complaints must be dealt with in a timely manner and complainants must be kept informed about the progress of the complaint
- A confidential file including a log of complaints and responses will be kept.
- Confidentiality must be respected and maintained as far as possible
- A resolution to the complainant must be sought
- All employees will be trained on how to handle complaints.

7. RESOLUTION

Complaints or concerns will be deemed to be resolved if:

- Changes are made and steps put in place to ensure that the situation that caused the complaint, will not be repeated.
- The College is now alert to a potential problem.
- The Complainant is satisfied that their complaint has been adequately addressed.
- The Complainant accepts and understands the ultimate outcome.

8. RELATED DOCUMENTS

- [Handling Complaints from External Parties Procedures](#)

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