


## COMPLIMENTS & COMPLAINTS PROCEDURE

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| <b>Sponsor</b>             | <b>Principal of Mancel College</b> |   |                   |
| <b>Approving authority</b> | <b>Board</b>                       | <b>Approval date</b>  | <b>4 May 2023</b> |
| <i>Peter Seldon</i>        | <i>Chair</i>                       |  |                   |
| <b>Name</b>                | <b>Position</b>                    | <b>Signature</b>  |                   |

### 1. COMPLIMENTS

- 1.1.** We aim to continuously improve our customer service and we like to hear what we are doing well. We log all of our compliments and use this information to train/communicate with our employees.

### 2. COMPLAINTS

- 2.1.** We are committed to handling each complaint as soon as possible in an efficient and fair manner. We use a structured mechanism for handling complaints, and we will inform the complainant of the progress of the complaint and the timeframe for resolution.

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We review our complaints which enable us to improve our standards of customer service. Mancel College has a complaints resolution procedure to ensure that all parents/carers or community member's feedback is handled as efficiently and as effectively as possible.

A complaint is an expression of dissatisfaction made to Mancel College, related to our services or operations, or the complaints handling procedure itself, where a response or resolution is explicitly or implicitly expected.

Complaints about or allegations of:

- breaches of the Language Disorder Australia Child Protection Policy
- conduct that has caused, or has the potential to cause, harm to current or former students by
  - a) current or former staff
  - b) current or former students
  - c) other people on Mancel College's premises or at Mancel College events

are managed by Mancel College in a different way to other complaints. This is because of the additional legislative, confidentiality and privacy requirements surrounding these kinds of matters. We refer to these as child protection concerns or risks of harm to children.

If your complaint is a child protection concern or risk of harm to children, please make your complaint to the principal or if this person is the subject of your complaint, please notify the Chair of the Board.

For information about how Mancel College manages child protection concerns or risks of harm to children at Mancel College or involving its staff, please refer to our **Child Risk Management Strategy** or our **Child Protection Policy\*** which is available on our public website\*.

If you are concerned that Mancel College's Child Protection Policy was not followed as outlined, then make a Formal Complaint as detailed below.

### 3. WE AIM TO

- Log all compliments.
- Use the compliments log as a driver towards improved customer service and as "best practice" examples during training sessions.
- Log all formal complaints.
- Ensure that Compliments and Complaints are managed in accordance with Language Disorder Australia's Complaints Resolution Policy v2.01.

### 4. PROCEDURE

#### 4.1. Compliments

Our compliments procedure logs all compliments that we receive. We receive compliments in many forms – by phone, in person, by email, on our website, by letter or via our feedback form. Our compliments log is maintained and reviewed by the Executive Assistant to the Chief Executive Officer of Language Disorder Australia and compliments are used as examples of "best practice" whilst training staff and for continuous improvement.

#### 4.2. Complaints

Our complaints procedure has four stages. Prior to the formal procedure being invoked, parents/carers and community representatives are encouraged to contact the relevant teacher, therapist or staff member who will first try to solve the problem informally.

#### 4.3. Self-resolution (within seven working days of a complaint being identified)

Where the complainant feels comfortable doing so, they should attempt to seek a resolution to the complaint themselves with the person/persons involved. The purpose

of self-resolution is to resolve the matter quickly, avoid escalation of complaints, to produce a positive result for the maximum number of parties and to encourage a culture where honest and constructive communication is valued between all. Mancel College does not tolerate anyone behaving in a confrontational, aggressive, or abusive way in the pursuit of addressing a complaint. However, the informal approach may not always be appropriate and, in these situations, the complainant or the organisation may trigger the formal procedure.

Our complaints procedure records all complaints that we receive. We receive complaints in many forms – by phone, in person, by email, on our website or by letter. This procedure may also be used by employees. Assistance will be provided to those complainants who let us know if they are unable to put their complaint in writing.

- Speak to a member of the Mancel College Leadership Team
- Phone: (07) 3378 8625
- Email: [feedback@languagedisorder.org.au](mailto:feedback@languagedisorder.org.au)
- [Website feedback form](#)
- Or in writing to: Feedback at Language Disorder Australia, Level 3, 88 Jephson Street, Toowong, Queensland, 4066

## **5. THE FOUR STAGES OF THE FORMAL COMPLAINTS PROCEDURE**

### **5.1. Stage 1**

We will acknowledge receipt of a complaint about Mancel College within 24 hours of receipt. The complaint will be logged in Language Disorder Australia's Complaints Register, and a complaint file will be started. This will then be passed to one of the Deputy Principals. The Deputy Principal will investigate the complaint and respond in writing within 7 working days of receipt of the complaint.

### **5.2. Stage 2**

Parents/Carers or Community members with a serious complaint about our service, or who have a complaint that was not resolved at Stage 1, may request to escalate the complaint, via any form (e.g., email or phone call). The Principal will investigate the complaint and respond within 10 working days of receipt of the escalation of the complaint. All records will be logged in the Complaints Register.

### **5.3. Stage 3**

Parents/Carers or Community members who have a complaint that was not resolved at Stage 2, may request to escalate the complaint via any form (e.g., Email or phone call). The CEO will investigate the complaint and respond in writing within 10 working days of receipt of the escalation of the complaint. All records will be logged in the Complaints Register.

### **5.4. Stage 4**

Parents/Carers or Community members who have a complaint that was not resolved at Stage 3, may request the Board to investigate the complaint and the outcome of each stage of the complaints process. The Board will write to the complainant with the outcome of the investigation within 21 working days of receipt of the escalation and this decision is final.

## **6. EXTERNAL PROCESS FOR COMPLAINTS**

- 6.1 Mancel College will endeavour to try to resolve any complaints quickly and fairly. If a complainant is unhappy with the outcome or the way in which the complaint is managed, they may contact:

The Non State Schools Accreditation Board via the link below:  
[form-complaint.pdf \(nssab.qld.edu.au\)](#)

## **7. REVIEW**

- 7.1. This policy is due to be reviewed two years from the date of approval.