



**EYNESBURY**  
**COLLEGE**

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# PARENT COMPLAINTS PROCEDURE

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## SECTION D - PROCEDURE

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### Related Policy

Parent Complaints Policy

### D.1 Procedure

Responsible	Procedure Steps		W/I
	<b>1</b>	<b>Raising a complaint or concern</b>	
	<b>1.1</b>	There may be situations where it is not appropriate to lodge an informal complaint prior to lodging a formal complaint. If so please commence the procedure at 3.0.	
	<b>2</b>	<b>Informal complaint / concern</b>	
<b>Parent</b>	<b>2.1</b>	Ensure that you have all available facts/evidence.	
	<b>2.2</b>	In the first instance contact the relevant staff member/s to organise a time to discuss the complaint/concern. If this is not possible you are free to communicate to any other staff member that may be able to assist.	
<b>Staff member</b>	<b>2.3</b>	Confirm your availability.	
<b>Parent</b>	<b>2.4</b>	At the meeting outline your concerns.	
<b>Staff member</b>	<b>2.5</b>	Aim to resolve the complaint/concern.	
	<b>2.6</b>	Notify the parent in writing of the outcome <b>within 5 working days</b> of the meeting.	
<b>Parent</b>	<b>2.7</b>	If the complaint/concern remains unresolved, and it is appropriate to do so, lodge a formal complaint.	
	<b>3</b>	<b>Lodging a formal complaint</b>	
<b>Parent</b>	<b>3.1</b>	Ensure that you have all available facts/evidence.	
	<b>3.2</b>	Submit a formal written letter to the staff member's Manager.	
<b>Staff member</b>	<b>3.3</b>	Organise a time to meet to discuss the complaint.	
	<b>3.4</b>	Investigate the complaint and ensure any relevant processes have been correctly followed.	
	<b>3.5</b>	Respond to the formal complaint in writing <b>within 5 working days</b> .	

Responsible	Procedure Steps		W/I
Parent	3.6	If you feel the complaint remains unresolved, submit a formal written letter to the College Director.	
	3.7	Make an appointment to meet with the College Director.	
College Director	3.8	Investigate the complaint and ensure any relevant processes have been correctly followed.	
	3.9	Respond to the formal complaint in writing <b>within 5 working days.</b>	
Parent	3.10	If you feel the complaint remains unresolved, submit a formal written letter to the Executive General Manager, Australasia (EGM).	
	3.11	Make an appointment to speak with the EGM.	
EGM	3.12	Investigate the complaint and ensure any relevant processes have been correctly followed.	
	3.13	Respond to the formal complaint in writing <b>within 5 working days.</b>	
Parent	3.14	If the complaint/concern remains unresolved seek the assistance of appropriate external professional agencies or bodies.	
	<b>4</b>	<b>Complaints about the College Director</b>	
Parent	4.1	Submit your formal written letter to the EGM.	
	4.2	Make an appointment to speak to the EGM.	
EGM	4.3	Investigate the complaint and ensure any relevant processes have been correctly followed.	
	4.4	Respond to the formal complaint in writing <b>within 5 working days.</b>	
	<b>5</b>	<b>Withdrawal of a complaint</b>	
Parent	5.1	If you wish to withdraw your complaint you can do so at any stage of the process by sending an email to the relevant staff member.	
	5.2	Decide if the complaint is to be deemed closed or if the College wishes to continue to investigate the complaint.	

## D.2 Supporting Documentation

Related material	Location
None	

<b>Form templates</b>	<b>Retention time</b>	<b>Location</b>
None		

<b>Records (including completed forms)</b>	<b>Retention time</b>	<b>Location</b>
Formal written letter of complaint		
Record of complaint and processes followed		

### **D.3 Version Control**

<b>Current Version Number</b>	2.0
<b>Date of Effect</b>	02/2022
<b>Privilege Level</b>	Public