



**Aldinga  
Payinthe  
College.**

**Procedure**  
*Customer Complaint Management*



Our college pillars: Inspire, Connect and Belong, shape our Way of Being and highlight how we relate to each other and our environment, respond to the aspirations of our community and design our learning. Our Customer Complaint Management procedures reflect this context.

## RATIONALE

Staff at Aldinga Payinthe College are strongly committed to providing the best possible educational outcomes for our learners. For this to occur it is imperative that positive working relationships exist between the college, home, and the broader community.

These procedures provide local level guidance relating to customer complaint management and resolution.

## SCOPE

These procedures cover situations where a customer expresses dissatisfaction about the service or actions of the college or its staff. Complaints relating to a range of matters are out of scope. These include:

- Employee disputes, grievances, and conduct (refer to Employee Complaint Management and Resolution procedures).
- Non departmental employees.
- Child protection matters.

These procedures cover the college's preschool compliance obligations with respect to Regulation 168 (2) (o) Dealing with complaints.

## RELEVANT POLICIES

These procedures should be read in conjunction with the Department for Education's [Complaint management policy](#), [Complaint management procedure](#), the associated [Complaint management and reporting](#) resources and the [Department for Premier and Cabinets circular PC039 Complaint Management in the SA Public Sector](#).

## APPROACH

Consistent with the Department for Education's Policy, the college will:

- Take all complaints seriously.
- Ensure that all complaints are assessed, documented, and recorded in a timely fashion.
- Ensure an open, accessible, and transparent complaint management process including prompt acknowledgement, information about expected timeframes, outcomes, and avenues for review.
- Ensure complaints are managed effectively, fairly, confidentially, and objectively.
- Ensure that staff are familiar with relevant departmental documentation (refer to relevant policies above).

- Ensure that a link to the department’s policy and associated information associated with [raising a complaint](#) are clearly displayed on our website.
- Ensure that staff understand the complaint management process and undertake appropriate training.

### **Managing Unreasonable Customer Contact**

Staff safety and wellbeing is paramount when dealing with unreasonable behaviour under the department’s workforce health and safety and duty of care obligations. There is a need to balance the right for someone to make a complaint with the rights of staff to have a safe workspace.

### **STEPS FOR RAISING A COMPLAINT**

As noted above, the Department for Education has clear information associated with raising a complaint. Consistent with this approach, Appendix A outlines the various stages through which a complaint should progress.

The college commits to working with complainants to ensure that every effort is made to resolve complaints at the local level (level 1, level 2, or level 2a). Should resolution at one of these levels not be possible, alternative resolution mechanisms outside of the college are available (level 3 and 4).

### **KEY CONSIDERATIONS WHEN MAKING A COMPLAINT**

Individuals making a complaint are asked to consider the following before, at, and after their meeting with college staff:

#### **Before the meeting**

- Critically reflect on your concerns before making a complaint.
- If you decide to make a complaint, contact the college’s main reception area to arrange a mutually acceptable meeting time. When booking a time, it is important to ensure that the person you are meeting with understands the nature of the complaint.
- Consider documenting your thoughts in advance of the meeting with college staff. A [site complaint](#) template is available.

#### **At the meeting**

- Clearly and calmly define the issue and state your need/s.
- Listen and discuss possible courses of action and outcomes.
- Offer possible solutions.
- If you think the issue might be resolved, allow a reasonable timeframe for it to be addressed and feedback given.
- If you consider that the issue is not, or will not, be resolved make sure you state this at the end of the meeting.

#### **After the meeting**

You may decide:

- To monitor the situation before deciding if you need to meet again.
- To arrange another meeting with the person concerned.
- The matter needs to be escalated to the next stage. If you decide that the matter needs to be escalated, you should inform the person you met with.

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Complaint Level	Nature of Complaint	Contact Officer
Level 1	All complaints	<p><i>Original decision maker or educator</i></p> <p>To ensure that a mutually acceptable time can be determined, contact the college's main reception area who will arrange an appointment.</p>
		
Level 2	Complaints relating to preschool matters not resolved (to the satisfaction of the complainant) at Level 1	<p><i>Head of Early Learning Community</i></p> <p>To ensure that a mutually acceptable time can be determined, contact the college's main reception area who will arrange an appointment.</p>
Level 2	Complaints relating to primary matters not resolved (to the satisfaction of the complainant) at Level 1	<p><i>Head of Primary Learning Community</i></p> <p>To ensure that a mutually acceptable time can be determined, contact the college's main reception area who will arrange an appointment.</p>
Level 2	Complaints relating to secondary matters not resolved (to the satisfaction of the complainant) at Level 1	<p><i>Head of Secondary Learning Community</i></p> <p>To ensure that a mutually acceptable time can be determined, contact the college's main reception area who will arrange an appointment.</p>

Complaint Level	Nature of Complaint	Contact Officer
		
Level 2a	All complaints not resolved (to the satisfaction of the complainant) at Level 2	Principal  To ensure that a mutually acceptable time can be determined, contact the college's main reception area who will arrange an appointment.
		
Level 3	If a person is not satisfied the college has addressed their complaint, they can contact the Department for Education's Customer Feedback Unit (CFU) using the online <a href="#">submit a complaint form</a> or phone 1800 677 435.	
Level 4	If all avenues to resolve the complaint by the department have been exhausted and the matter remains unresolved, a review or advice can be sought through the <a href="#">Ombudsman SA</a> (OSA). The OSA is an independent body that investigates complaints about SA government. Contact the OSA on (08) 8226 8699. The circumstances of the complaint will influence whether the option of an external review is available.	

*Note: In terms of complaint discussions at Level 1, 2 and 2a there may be a need for the designated contact to involve the formal line manager of the person against whom the complaint was made.*