



CBC Fremantle Complaints Management Procedures

How to Make a Complaint

2024

CBC Fremantle Complaints Management Procedures – How to make a complaint.

CBC Fremantle recognises that from time to time there may be instances where individuals or organisations disagree with the way the College has managed its operations and may wish to lodge a complaint. Such individuals may include parents/guardians, students, and the general public.

CBC Fremantle encourages honest and constructive feedback and takes complaints and concerns that are raised seriously. CBC Fremantle acknowledges that complaints present an opportunity to improve service delivery and it is committed to resolving complaints in an efficient, fair and timely manner. CBC Fremantle recognises that its complaints handling procedures must be fair, transparent and equitable to the complainant as well as the person about whom the complaint is made.

The Complaints Handling Procedures are designed to assist people to understand our complaints handling processes.

What is a Complaint?

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

The College's Commitment

The College is committed to handling complaints in a manner consistent with our values and The Charter for Catholic Schools in the Edmund Rice Tradition, modelling the Gospel practices of forgiveness, reconciliation, and the dignity of all, by the manner in which conflict is resolved. In responding to complaints, we adopt processes that are timely, fair, restorative, and respectful. CBC Fremantle seeks to be transparent in responding to and resolving complaints.

To manage complaints effectively, CBC Fremantle has established a Complaints Handling Program in line with both the international complaints handling standard (ISO 10002:2014 Quality management – Customer satisfaction – Guidelines for complaints handling in organizations), and the Australian/New Zealand complaints handling standard (AS/NZS 10002:2014 Guidelines for complaint management in organizations).

Our complaints program includes an online complaints management system which allows effective capture, management, and reporting of complaints. EREA Colleges Ltd is committed to the regular analysis of complaints received and the implementation of rectification action, where deficiencies are identified.

Many issues causing concern in schools can be handled quickly and in an informal manner. In most cases, these issues can be resolved at the school level through informal discussions with appropriate staff members.

In receiving and responding to complaints, the following guiding principles will inform and direct the Colleges actions:

- Complaints of a School-based nature are best received and managed at the School level, with the parties involved expected to act in good faith and work together with respect and openness to achieve an outcome acceptable to all parties. Complaints that are unable to be resolved at School level must be escalated to the EREA Colleges Ltd CEO or their delegate in the Executive Team.
- Complaints are received and managed in a way that is private, culturally safe and sensitive to the diverse circumstances of children and students, as well as providing support to vulnerable children and students.
- Complainants can expect their concern or complaint to be taken seriously, to be dealt with in a way that is culturally respectful, and to be responded to in a confidential, thorough and timely manner.
- Schools, staff members and volunteers will be informed of all complaints that are made about them, where permitted.
- Complainants and the person(s) against whom the complaint is made have the right to be heard and to expect that procedural fairness will be observed.
- Confidentiality, protection of privacy, respect, access, dignity and impartiality will form the basis of the complaints raising, reviewing and resolution process.
- The complaints resolution process will seek to achieve the restoration of good and respectful relationships.
- The best interests of the school community together with the interests of the complainant and the subject of the complaint will be taken into account.
- Recordkeeping, reporting, privacy and employment law obligations will be complied with when receiving and handling complaints.

How Do I Make a Formal Complaint?

If you have been unable to resolve a matter informally, or simply wish to make a formal complaint, you can do so by any of the following means:

- Online Feedback form (Complaints) on the College website:
[CBC Fremantle Feedback Form](#)
- Writing a letter to CBC Fremantle Complaints Officer, PO Box 1345, Fremantle WA 6959
- Telephoning the College on 08 9336 2700 to register your concern.

All formal complaints will be logged into our online complaints management system and managed in accordance with the following procedure. The College will accept anonymous complaints and will investigate the issues raised if sufficient information is provided.

CBC Fremantle Internal Complaints Handling Process

Each 'complaint' received by the College will be assessed by the College Complaints Manager or a Complaints Officer to determine if it constitutes a valid complaint.

The College will acknowledge the receipt of a complaint within three (3) College business days. If it is a valid complaint, the following steps apply:

Step 1: Formal complaints are logged through our online complaints management register where they are screened by the Complaints Officer.

Step 2: All complaints that have been confirmed as valid by the Complaints Officer will be acknowledged in writing as soon as practicable, and always within 10 business days. They will be allocated a status, priority and target resolution date.

Step 3: The Complaints Officer will conduct an investigation into the issues raised, following principles of procedural fairness, and make a determination. The investigation will establish the circumstances of alleged events and explore options for resolution.

Investigations may consist of interviews with involved parties or subject matter experts and/or documentation to determine the full circumstances leading to the complaint. Following completion of the investigation the Complaints Officer will make a determination and recommendation to the Principal.

The following people are required to accept the recommendation to resolve and close the Complaint:

<ul style="list-style-type: none"> ➤ School operations related with no exposure to child safety. <ul style="list-style-type: none"> ○ A student, parent or volunteer ○ A teacher ○ A member of the Senior Leadership Team of a School ○ Member of the School Board ○ Chair of the School Board 	<ul style="list-style-type: none"> - Vice Principal or delegate. - Vice Principal or delegate. - Principal -College Principal and EREA Regional Director -Regional Director
<ul style="list-style-type: none"> ➤ School related with child safety implications. 	<ul style="list-style-type: none"> - Principal or delegate and Child Safeguarding Officer.
<ul style="list-style-type: none"> ➤ Child safety related where the matter requires disclosure to external third parties. 	<ul style="list-style-type: none"> - Principal, CEO and Director of Safeguarding and Professional Standards.
<ul style="list-style-type: none"> ➤ Complaint related to the Principal. 	<ul style="list-style-type: none"> - CEO

The Principal and CEO (or their delegate) will work jointly to ensure all Complaints, where possible, are resolved within 20 business days of the acknowledgement of the Complaint.

Step 4: Following the agreement of the recommendation by the Principal, if appropriate, the Complaints Officer will formulate a resolution and provide a written response to the Complainant. The matter will be closed if this response is accepted (CEO assumes this responsibility where the Complaint relates to a Principal).

Step 5: Where the initial response is not acceptable to the Complainant the matter will first be escalated to the CEO and then the EREA Colleges Ltd Chair, should the CEO's resolution not be acceptable to the Complainant. The Chair may seek additional information or submissions from the relevant parties. The matter will be closed if the response of the Chair is accepted.

The Principal and CEO (or their delegate) will work jointly to ensure all escalated Complaints, where possible, are resolved within 20 business days of the acknowledgement of the Complaint.

Step 6: All complaints received will be entered into the Complaints Register (Assurance). Resolution and any corrective action taken must also be recorded in the Register.

Step 7: If the matter remains unresolved, the Complainant may pursue external resolution alternatives.

Complaints relating to Child Protection

There may, at times, be concerns or complaints relating to the College's Child Safe Program. When a child protection-related complaint is received by the College, it must first determine if the complaint triggers mandatory reporting requirement to the relevant police and/or child protection agencies. If so, the College must undertake that report.

In formalising a mandatory report, the College will use reasonable endeavours to follow its procedures for responding to and reporting Child Protection Incidents.

Child protection complaints that do not raise concerns of unreported abuse, or a risk of abuse at a College, will be managed in the same manner as other complaints received by the College. The complaints will be recorded to ensure that any further developments relating to the same incident or issue are monitored.

Confidentiality

Confidentiality applies with respect to both information relating to the person making the complaint, and, if relevant to a person against whom a complaint is made. The College will use its reasonable endeavours to maintain the confidentiality of information throughout the complaints process.

Personal, identifiable information about a complainant will only be made available for the purpose of addressing the complaint and (unless the complainant consents) will be actively protected from disclosure.

CBC Fremantle Complaints Personnel

Principal	Domenic Burgio
Vice Principal	Brent Butcher
Leadership Team	Domenic Burgio Brent Butcher Emer Hickey Jean-Paul Papineau Mark Bianchini
Complaints Officer	Brent Butcher
EREA Colleges Ltd CEO	Chris Woolley
EREA Director of Safeguarding and Professional Standards.	Peter Simpson
Regional Director of Education WA/SA:	Chris Leadbetter

Related Information

- CBC Fremantle Privacy Policy
 - EREA Code of Conduct
 - EREA Complaints Handling Policy
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- For further information, contact the College Complaints Officer via any of the following: Email: complaints@cbcfremantle.wa.edu.au
 - Phone: 08 9336 2700
 - Written: Addressed to CBC Fremantle Complaints Officer PO Box 1345,
Fremantle WA 6959
 - College Website www.cbcfremantle.wa.edu.au