



Complaints Handling

St Patrick's College welcomes feedback from all members of the College community and takes all complaints or concerns that may be raised seriously. This Complaints Handling Guide is designed to assist you to understand our complaints handling process.

What is a Complaint?

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

St Patrick's College's Commitment

St Patrick's College is committed to handling complaints effectively and efficiently. To manage complaints effectively, we have 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 program includes the establishment of an online complaints management system which allows us to effectively capture, manage and report on complaints. Regular analysis of complaints received and the implementation of rectification action, where deficiencies are identified, are key to the College's commitment. Our internal complaints handling process is resolved informally, all staff are required to log issues through our complaints management system so we are able to identify any systemic issues arising, and take appropriate rectification action.

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:

1. Sending an email to complaints@stpats.vic.edu.au
2. Writing a letter to the College addressed to "The Complaints Manager".
3. Telephoning the College and asking to speak to the College Complaints Manager

All formal complaints will be logged into our online complaints management system and managed in accordance with the following procedure.

Our Internal Complaints Handling Process

Step 1 - All formal complaints are logged through our online complaints management system where they are screened by one of our Complaints Officers, the Complaints Manager, or, in the case of a complaint directly related to conduct by the Headmaster, Deputy Headmaster or Member of the School Board, the EREA Regional Director.

Step 2 – All valid complaints will be acknowledged in writing as soon as practicable, and in any event within 10 business

days. They will be