



# Complaints Procedure

## According to the Education (Hostels) Regulation

### *Rationale*

The College's Mission Statement is to help each boy develop fully by Faith and by Works. To assist in achieving this aim a key element is the partnership between parents, students, staff and the boarding school.

The 'Complaints Procedure' will aid in ensuring that the rights, needs and obligations of all members of the Bedean Family are addressed within the appropriate legislation whilst recognising the principles natural justice and the College's Special Character.

### **Complaints about:**

Non-compliance with these regulations or conditions of the license

### **Complaints may be from:**

Students, Parents, Staff members and Board members

### **Complaint needs to be:**

In writing or put into writing by the hostel owner or person representing the hostel owner as soon as practicable if the complaint is unable to be put into writing.

All complaints are to be addressed to the Deputy Rector- Teaching and Learning in the first instance, if the complaint is in relation to the Deputy Rector- Teaching and Learning, the complaint should then be addressed to the Rector of St Bede's College.

### **Procedure for resolving complaints**

#### **1) Within 5 working days:**

The Board of Proprietor or the person representing the Board of Proprietor's will:

- Send an acknowledgement letter of receipt to the complainant. Inform the complainant of any relevant internal complaint procedures.
- Send a copy of all information held by the owner that is or may be relevant to the complaint.
- Decide whether the complaint is justified in accordance with regulation 69.

## 2) Within 10 working days after acknowledgement receipt of complaint

The hostel owner or the person representing the hostel owner will:

- Decide that the complaint is or is not justified or
- Decide that additional time is needed to investigate the complaint. In this case the owner must determine how much additional time is needed and decide as soon as practicable whether the complaint is justified.

## 3) After making a decision

The hostel owner must inform the complainant of:

- The reasons for the decision that the complaint is or not justified; and
- Any actions the owner proposes to take; and
- Any procedure the owner has in place to enable consideration of an appeal by the complainant against the owners decision on the complaint; and
- The role of any relevant external agency that may be available to assist the complainant or to investigate the complaint if it is not resolved to the complainant's satisfaction.

### *Supporting Acts*

- Privacy Act
- Employment Relations Act
- Education (Hostel) Regulations
- Vulnerable Children's Act
- Protected Disclosures Act

Date of policy reviewed: November 2017

Date of next review: November 2018

