

Complaints Handling Policy

Complaints Handling Policy

Purpose:	The purpose of this policy is to provide written processes about receiving, assessing, investigating and otherwise dealing with complaints. ¹	
Scope:	Any person directly affected by the subject of a complaint. Examples may include staff, students or a student's parent or guardian, contractors, or community members.	
Status:	<input type="checkbox"/> Draft <input checked="" type="checkbox"/> Approved	Supersedes: 2024 Complaints Handling Policy
Authorised by:	Executive Manager – Jason Sessarago	Date of Authorisation: 02/05/2025
References:	<ul style="list-style-type: none"> • <u>Education (Accreditation of Non-State Schools) Regulation 2017 (Qld)</u> • <u>Fair Work Act 2009 (Cth)</u> • <u>Work Health and Safety Act 2011 (Qld)</u> • <u>Privacy Act 1988 (Cth)</u> • <u>Anti-Discrimination Act 1991 (Qld)</u> • <u>Australian Human Rights Commission Act 1986 (Cth)</u> • <u>Sex Discrimination Act 1984 (Cth)</u> • <u>Age Discrimination Act 2004 (Cth)</u> • <u>Disability Discrimination Act 1992 (Cth)</u> • <u>Racial Discrimination Act 1975 (Cth)</u> • <u>Standards Australia. Guidelines for complaint management in organizations (ISO 10002:2022. NEO)</u> • <u>Men of Business Academy Enrolment Contract</u> • Men of Business Academy Complaints Handling Procedure • Men of Business Academy Child Protection Policy • Men of Business Academy Work Health and Safety Policy • Men of Business Academy Behaviour Management Policy • Men of Business Academy Anti-bullying Policy • Men of Business Academy Code of Conduct Policy • Men of Business Academy Anti-Discrimination Policy • Men of Business Academy Sexual Harassment Policy • Men of Business Academy Disability Discrimination Policy • Men of Business Workplace Bullying Policy • Men of Business Privacy Policy • Men of Business Board Governance Charter 	
Review Date:	Annually	Next Review Date: 02/05/2026
Policy Owner:	MOB Australia trading as Men of Business Academy – Board of Directors	

¹ Education (Accreditation of Non-State Schools) Regulations 2017, s.7

Policy Statement

Men of Business Academy acknowledges the right of students, parents/guardians, staff and others to complain when dissatisfied with the school's services, including an action, inaction or decision of the school. The school encourages constructive criticism and complaints. Men of Business Academy is committed to ensuring that complaints received are handled in a responsive, efficient, consistent, effective, transparent and fair way. Men of Business Academy will ensure employees can recognise, receive, and appropriately refer complaints to the informal or formal complaints procedure. Men of Business Academy recognises that time spent on handling complaints can be an investment in better service to students and parents/guardians and a better culture for employees, and views complaints as part of an important feedback and accountability process.

Definitions

Complaint	An expression of dissatisfaction made to or about the school, related to the school's services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required. ²
Informal Complaint	A complaint about a matter that is likely to be simple, straight forward, easily manageable, or minor, where a simple or quick resolution is appropriate such as discussion of the matter with a relevant staff member.
Formal Complaint	A complaint about a matter that is serious, complex or may pose a threat to the health and safety of any person. Examples include serious allegations or breaches of policy, complaints against a senior staff member, including the principal or an informal complaint that could not be resolved informally. Assessment of the complaint is required by either the Principal, Executive Manager, or a director of the Men of Business Academy Board of Directors as applicable.
Complainant	The person, organisation or their representative making a complaint. ³
Respondent	The person who is referred to in a complaint by a complainant as the person responsible for their concerns or who can best respond to their concern.

² Standards Australia, Guidelines for complaint management in organizations (ISO 10002:2018, NEQ), s.4.3

³ Standards Australia, Guidelines for complaint management in organizations (ISO 10002:2018, NEQ), s.4.2

Complaints Handling Principles

Men of Business Academy will manage complaints according to the following (which include principles of procedural fairness):

- complaints will be taken seriously, dealt with fairly and objectively, without judgement and addressed in a reasonable timeframe
- complaints should be resolved with as little formality and disruption as possible, having regard to the nature of the complaint
- interested parties to the complaint (for example, the complainant and any respondent) will be heard and/or may provide relevant information in relation to the complaint
- confidentiality and privacy will be maintained as much as possible
- the complainant and any respondent will be offered support as appropriate
- victimising behaviour towards a complainant, respondent or other people associated with the complaint, will not be tolerated
- complainants that lodge a complaint on reasonable grounds will not suffer any other reprisals on the basis of the lodging the complaint

Complaints that may be Resolved under this Policy

Men of Business Academy encourages anyone who feels impacted by an issue involving the school to file a complaint. Complaints can address matters such as:

- the school, its employees or students having done something wrong
- the school, its employees or students having failed to do something they should have done
- the school, its employees or students having acted unfairly or impolitely
- issues of student or employee behaviour that are contrary to the relevant Men of Business Academy's Behaviour Management and Code of Conduct policies, including inappropriate staff conduct as reported by a student ⁴
- issues related to learning programs, assessment and reporting of student learning
- issues related to communication with students or parents or between employees
- issues related to school fees and payments
- general administrative issues

⁴ Education (Accreditation of Non-State Schools) Regulation 2017 s.16(2)(a)

- issues relating to non-compliance with a process outlined in school policies or procedures, for example the child protection policy, discrimination policy, or privacy policy.⁵

Student complaints may be brought by students or by parents on behalf of their children, as appropriate in the circumstances.

Issues Outside this Policy

The following matters are outside the scope of this policy and should be managed as follows:

- Child protection concerns including allegations of sexual abuse, likely sexual abuse or harm to children should be dealt in accordance with the law and the Men of Business Academy Child Protection Policy.
- Student bullying complaints should be dealt with under the Men of Business Academy Anti-Bullying Policy.
- Student discipline matters, including matters involving suspension or expulsion, should be dealt with under the Men of Business Student Code of Conduct Policy.
- Student or employee violence or criminal matters should be directed to Principal or School Management who will involve the Executive Manager, Leadership team, Board of Directors and/or Police as appropriate.
- Formal legal proceedings.
This section was not in Busy's docs but was in ISQ
- Disputes relating to a staff member's employment should be directed to their line manager in the first instance and where necessary referred onto the Human Resources Manager and dealt with under the employee's relevant employee contract.
- Disputes between the Men of Business Academy Board of Directors, between directors of the Men of Business Academy Board of Directors and Men of Business Academy employees should be dealt with in accordance with the Men of Business Academy Governance Charter.
- Formal legal proceedings should be managed as appropriate in the circumstances.

⁵ Education (Accreditation of Non-State Schools) Regulation 2017 s.16(5)

Responsibilities

Men of Business Academy

Men of Business Academy, where practicable, has the following roles and responsibilities:

- develop, implement, promote and act in accordance with the school's Complaints Handling Policy
- appropriately communicate the school's Complaints Handling Policy to students, parents/guardians and employees
- ensure that the Complaints Handling Policy is readily accessible by staff, students and parents/guardians
- upon receipt of a complaint, manage the complaint in accordance with the Complaints Handling Policy
- ensure that appropriate support is made available to all parties to a complaint
- take appropriate action to prevent victimisation or action in reprisal against the complainant, respondent or any person associated with them
- appropriately implement remedies
- appropriately train relevant employees
- keep records
- conduct a review/audit of the Complaints Register in regular intervals
- report to the school's insurer when that is relevant
- refer complaints to the Men of Business Academy Board of Directors immediately upon notification of any claim for legal redress.

All Parties to a Dispute

The complainant and respondent both have the following roles and responsibilities:

- comply with the Men of Business Academy's Complaints Handling Policy
- lodge the complaint as soon as possible after the issue arises
- expect that the complaint will be dealt with fairly and objectively; in a timely manner; with procedural fairness wherever practicable;
- provide complete and factual information in a timely manner
- not provide deliberately false or misleading information
- not make frivolous or vexatious complaints or retaliatory complaints
- act in good faith and maintain a mutually beneficial relationship of trust and cooperation
- act in a calm, courteous manner and non-threatening manner
- acknowledge that the common goal is to achieve an outcome acceptable to all parties
- recognise that all parties have rights and responsibilities which must be balanced

- maintain and respect the privacy and confidentiality of all parties
- not victimise or act in reprisal against any party to the dispute or any person associated with them.

Employees Receiving and/or Managing Complaints

Employees receiving and/or managing complaints have the following roles and responsibilities:

- act in accordance with the school's Complaints Handling Policy
- refer the complainant to the school's Complaints Handling Policy
- inform the complainant how to lodge a complaint and the information required to lodge a complaint
- maintain confidentiality as far as possible
- keep appropriate records
- if the complaint cannot be resolved at the initial level or if it involves a serious issue that requires the involvement of more senior employees, the complaint will be forwarded onto either the Principal, Executive Manager, and/or director of the Men of Business Academy Board of Directors as appropriate
- not victimise or act in reprisal against the complainant, respondent or any person associated with them.

Implementation

Men of Business Academy is committed to:

- raising awareness of the process for resolving complaints at the school via;
 - the development and implementation of this policy and related procedures
 - the clear support and promotion of the Men of Business Academy Complaints Handling Policy;
 - published externally on the Men of Business Academy website www.menofbusiness.com.au
 - accessible internally through the staff intranet
 - included in Student Enrolment Contract
 - provided to new employees and discussed during staff induction process
 - provided to employees and discussed when amendments to this policy or relevant procedures have been made
- appropriately training relevant employees on how to resolve complaints in line with this policy and the related procedures
- staff receiving training on both the Men of Business Academy Complaints Handling Policy and relevant procedures:
 - during the induction process

- staff meetings
- annually thereafter
- when an amendment has been made to the Men of Business Academy Complaints Handling Policy and relevant procedures
- keeping appropriate records of complaints, will monitor complaints and their resolution and will report on a high-level basis to the Men of Business Board of Directors on complaint handling at the school
- encouraging students, parents/guardians and employees to contribute to a healthy school culture where complaints are resolved with as little formality and disruption as possible where appropriate
- not vicimising or acting in reprisal against the complainant, respondent or any pers associated with them.

Please refer to the Men of Business Academy Complaints Handling Procedure for the process of complaint submission, recording and resolution.

Complaint Register

Men of Business Academy will maintain a complaint register with details such as the date, source and description of complaints, the employee managing the complaint, the actions taken, outcome and the date the complaint was closed. The complaint register will be stored securely.

All complaints shall be entered onto the complaint register as soon as practicable after the complaint is received. The complaint register will not contain complaints about the principal. Records of complaints about the principal, will be maintained by the Executive Manager (Board of Directors representative) with access restricted to only the Board of Directors.

To safeguard confidentiality and maintain the integrity of the complaint process, access to the entire complaint register will be limited to:

- Compliance Officer
- Executive Manager

The Executive Manager may authorise the sharing of specific, relevant entries from the complaint registers with other designated staff members (such as the principal, or senior leadership), provided measures are taken to protect the confidentiality of all parties involved, particularly ensuring that respondents to a complaint do not gain inappropriate access to information about the allegations against them.

Complaint Procedure

Please refer to the Men of Business Academy Complaints Handling Procedure