

# Complaints Handling Procedure

## Complaints Handling Procedure

<b>Purpose:</b>	<p>The purpose of this procedure is to:</p> <ul style="list-style-type: none"> <li>• Inform staff, contractors, students, student's parents/guardians and the community that Men of Business Academy encourages constructive criticism and complaints and that they are an integral part of our continuous cycle of improvement in becoming the gold standard within education</li> <li>• Inform staff, contractors, students, student's parents/guardians and the community that Men of Business Academy is committed to ensuring that complaints received are handled in a responsive, efficient, consistent, effective, transparent and fair way</li> <li>• Clearly outline the procedure for lodging a complaint and outlines the responsibilities of each part throughout the process</li> </ul>	
<b>Scope:</b>	Any person directly affected by the subject of a complaint. Examples may include staff, contractors, students, student's parents/guardians and the community.	
<b>Status:</b>	<input type="checkbox"/> Draft <input checked="" type="checkbox"/> Approved	<b>Supersedes:</b> 2024 Complaints Handling Procedure
<b>Authorised by:</b>	Executive Manager – Jason Sessarago	<b>Date of Authorisation:</b> 02/05/2025
<b>References:</b>	<ul style="list-style-type: none"> <li>• <u>Education (Accreditation of Non-State Schools) Regulation 2017 (Qld)</u></li> <li>• <u>Fair Work Act 2009 (Cth)</u></li> <li>• <u>Work Health and Safety Act 2011 (Qld)</u></li> <li>• <u>Privacy Act 1988 (Cth)</u></li> <li>• <u>Anti-Discrimination Act 1991 (Qld)</u></li> <li>• <u>Australian Human Rights Commission Act 1986 (Cth)</u></li> <li>• <u>Sex Discrimination Act 1984 (Cth)</u></li> <li>• <u>Age Discrimination Act 2004 (Cth)</u></li> <li>• <u>Disability Discrimination Act 1992 (Cth)</u></li> <li>• <u>Racial Discrimination Act 1975 (Cth)</u></li> <li>• <u>Standards Australia, Guidelines for complaint management in organizations (ISO 10002:2022, NEO)</u></li> <li>• <u>Men of Business Academy Enrolment Contract</u></li> <li>• Men of Business Academy Complaints Handling Procedure</li> <li>• Men of Business Academy Child Protection Policy</li> <li>• Men of Business Academy Work Health and Safety Policy</li> <li>• Men of Business Academy Behaviour Management Policy</li> <li>• Men of Business Academy Anti-bullying Policy</li> <li>• Men of Business Academy Code of Conduct Policy</li> <li>• Men of Business Academy Anti-Discrimination Policy</li> <li>• Men of Business Academy Disability Discrimination Policy</li> <li>• Men of Business Academy Privacy Policy</li> <li>• Men of Business Academy Governance Charter</li> </ul>	
<b>Review Date:</b>	Annually	<b>Next Review Date:</b> 02/05/2026
<b>Policy Owner:</b>	MOB Australia Ltd trading as Men of Business Academy – Board of Directors	

## **Men of Business Academy Complaints Handling Procedure:**

### **1. Lodging a Complaint**

- a) Complaints can be lodged with the most appropriate staff member:
  - Department Manager
  - Principal
  - Executive Manager
  - Human Resources
- b) Complaints about the Principal must be lodged with a member of the Board of Directors:
  - Board Representative :
    - Jason Sessarago
    - Executive Manager
    - [jason@menofbusiness.com.au](mailto:jason@menofbusiness.com.au)
- c) Complaints can be lodged through various methods, including:
  - Phone (07) 5613 2093
  - Email [admin@menofbusiness.com.au](mailto:admin@menofbusiness.com.au)
  - In-person (by appointment only)
- d) If the complainant is unsure where to direct their complaint, they can contact the school's administration for guidance on (07) 5613 2093
- e) If the complainant is uncomfortable directing the complaint to the most appropriate member at the local level, or wants to make a formal complaint, they can submit a complaint by
  - Submitting an online Feedback form through the Men of Business Website
    - [www.menofbusiness.com.au](http://www.menofbusiness.com.au)
- f) Where an anonymous complaint is lodged, the school will follow the complaints handling policy, when there is sufficient information to do so.

### **2. Acknowledgement, Assessment and Referral**

The staff member receiving the complaint will:

- a) In the instance where the complaint is received by administration, administration will forward the complaint onto the responsible staff member to action. Administration will notify the complainant that their complaint has been received and that it has been forwarded onto the responsible staff member who will make contact with them within two (2) business days.

- b) The responsible staff member will respond to the complainant within two (2) business days of receiving the complaint, acknowledge the complainant, outline the next steps and where possible the estimated timeframes.
- c) The responsible staff member will assess the complaint, using the definitions of informal and formal complaints in the Men of Business Complaints Handling Policy, and refer the complaint to the informal or formal complaints process.

### **3. Registration and Support**

- a) The responsible staff member of the complaint will promptly enter the complaint into the complaints register, regardless of whether it proceeds through the informal or formal process.
- b) The responsible staff member of the complaint will offer support to the complainant as appropriate, which may include assistance with completing forms or understanding procedures.
- c) If a student is a complainant, respondent or victim, or the child of a complainant, respondent or victim of a matter being managed through this policy, the school may offer the student support where appropriate e.g. discussing suitable adjustments with parents/caregivers.

### **4. Informal Complaints Handling Process**

- a) The informal process is designed to resolve issues promptly and collaboratively at the local level.
- b) It may involve constructive discussion and negotiation between the complainant and the relevant staff member(s).
- c) If the complaint cannot be resolved informally, it will be escalated to the formal process.

### **5. Formal Complaints Handling Process**

- a) The formal process begins with the assessment of the complaint by the designated responsible staff member:
  - All formal school related complaints:  
Principal
  - Any complaints related to the Principal:  
Executive Manager (representative of the Men of Business Board of Directors)
- b) The responsible staff member may gather additional information through investigation, interviews, or evidence review
- c) The responsible staff member will determine appropriate action, which may include:

- d) Mediation
- e) Disciplinary measures
- f) Implementation of policy changes
- g) Referral to external agencies (e.g., police)
- h) Provision of written updates to the complainant throughout the process
- i) Other actions the principal determines as appropriate in the circumstances.

## **6. Complaint Closure**

- a) The responsible staff member of the complaint will update the complaint register with the date the complaint is closed and a brief summary of the outcome.
- b) The complainant will receive written notification of the outcome and any actions taken where appropriate.

## **7. Appeals Process**

- a) Complainants may appeal the outcome of a complaint by writing to:
  - i. the principal (for complaints not previously managed by the principal,)
  - ii. the Executive Manager (for complaints previously managed by the principal, or complaints about the principal).