



Centre for
English Language

PARENT COMPLAINTS POLICY

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SECTION A - INTRODUCTION

A.1 Purpose

It is recognised that, from time to time, complaints may be received by the South Australian Institute of Business and Technology (SAIBT) and the Centre for English Language in the University of South Australia (CELUSA) from parents in its community. This policy outlines the options that parents have if they choose to lodge a complaint.

A.2 Scope

This policy applies to the parents of all current and prospective students of any of the programs operated by SAIBT/CELUSA.

A.3 Definitions

Word/Term	Definition
Bona fide complaint	A complaint lodged in good faith and without frivolous, malicious or vexatious intent
Complaint	A complaint may arise if a parent believes that the college has: <ul style="list-style-type: none"> • Done something wrong • Failed to do something that it should have done • Acted unfairly, unreasonable, inappropriately or unprofessionally
Formal complaint	A complaint lodged in writing
Informal complaint	Direct communication/discussion by and between the parties themselves
Natural justice and procedural fairness	<ul style="list-style-type: none"> • All parties are entitled to be treated with respect and to be heard • All parties should participate fully in the resolution process to achieve an outcome that is realistic and reasonable • A person who is the subject of a complaint should be informed of the substance thereof and given a full opportunity to present their perspective • All parties have a right to seek advice and support • Investigations and proceedings must be conducted fairly, thoroughly and without bias or undue delay • Parties should provide all relevant, material, complete and factual information, documents or other evidence relating to the complaint
Parent	Parent, guardian and caregiver

A.4 Acronyms

Abbreviation	Phrase or Word
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CELUSA	Centre for English Language in the University of South Australia
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SAIBT	South Australian Institute of Business and Technology
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SECTION B - POLICY STATEMENT

B.1 Principles

SAIBT/CELUSA is committed to:

- delivering education and care of the highest quality
- ensuring that the college is a safe and fair place in which to work and study
- actively promoting the development of positive and respectful relationships and seeking to minimise the incidence of conflict

B.2 Policy

1 Raising a complaint or concern

- 1.1** Parents are entitled to lodge a bona fide complaint.
- 1.2** Every reasonable effort will be made by SAIBT/CELUSA to ensure that a parent who lodges a complaint or anyone dealing with or involved in the complaint will be treated fairly and not victimised, coerced or intimidated.
- 1.3** Each complaint will be dealt with on its particular circumstances and merits and any settlements reached or determinations made through the resolution process will not necessarily constitute any binding precedent for future or similar cases.
- 1.4** In responding to a complaint, informally or formally, every reasonable effort will be made to ensure that natural justice and procedural fairness are afforded to all parties.
- 1.5** Complaints or concerns raised in accordance with this policy cannot also be raised in accordance with the Student Grievances and Appeals Policy.

2 Complaints

2.1 Informal complaints

- 2.1.1** SAIBT/CELUSA encourages and supports complainants to seek to resolve complaints as soon as practicable in an informal and amicable manner.

2.2 Formal complaints

- 2.2.1** Formal complaints should only be lodged when a matter cannot be resolved by the parties themselves through informal means.

2.3 Complaints in relation to the College Director

- 2.3.1** In instances where a complaint involves the College Director, the complainant may, if they feel the matter cannot otherwise be resolved or feel it is inappropriate to do so, lodge a formal complaint with the Executive General Manager, Australia and Asia.
- 2.3.2** In consultation with the complainant, the Executive General Manager, Australia and Asia will take all reasonable steps to have the complaint fully investigated and to facilitate a resolution.

2.4 External resolution of complaints

2.4.1 When a complaint is not or cannot be resolved within SAIBT/CELUSA the parties may seek the assistance of external professional agencies or other relevant bodies in order that a further attempt can be made to resolve the matter.

2.5 Withdrawal of a complaint

2.5.1 A parent may withdraw a complaint at any stage of the resolution process. If a complaint is withdrawn, the matter will be deemed to be closed, unless SAIBT/CELUSA wishes to continue to address a matter raised.

3 Confidentiality, discretion and the college's duty or obligation to notify or report

- 3.1** If a parent chooses to make a complaint without disclosing their identity, this will limit the options for proper and thorough investigation and resolution. It also raises issues in relation to procedural fairness for those who have a complaint made about them. SAIBT/CELUSA therefore cannot guarantee that anonymous complaints can or will be dealt with and encourages complainants to identify themselves.
- 3.2** As far as possible, due discretion will be respected and maintained by all parties throughout the resolution process, except where persons are required to be informed on a 'need to know' basis or where investigative, statutory or legal requirements stipulate that matters be disclosed, reported or discussed. Therefore, there can be no overriding legal obligation or right with respect to confidentiality.
- 3.3** Where complaints are made in circumstances where an alleged crime may have been committed or the matter falls under the Reporting Abuse and Neglect provisions, the Police or similar outside agencies will be contacted and formally advised as per the **Mandated Reporting Policy**.

3 Records

- 3.1** Accurate and appropriate records of all complaints will be retained by SAIBT/CELUSA in a secure location.

SECTION C - GOVERNANCE

C.1 Responsibility

Identification	Parent Complaints Policy
Policy Owner	College Director
Approving Authority	SAIBT/CELUSA Executive Committee
Initial Issue date	October 2015
Directory Location	College Director's Office, Policies

C.2 Version Control

Version Number	Summary of Changes	Approved by	Date of Effect	Review Date	Privilege Level
v1.0	Initial policy	SAIBT Executive Group	10/2015	10/2018	Public

C.3 Legislative and Organisational Context

Name
Children's Protection Act (SA) 1993

SECTION D - PROCEDURE

D.1 Related Procedures

SAIBT/CELUSA Parent Complaints Procedure currently being developed

D.2 Related Policies

Human Resources Mandated Notification Policy

Privacy Policy

Student Grievances and Appeals Policy