



Centre for
English Language

PARENT COMPLAINTS PROCEDURE

SECTION D - PROCEDURE

Related Policy

Parent Complaints Policy

D.1 Procedure

Responsible	Procedure Steps		W/I
	1	Raising a complaint or concern	
	1.1	There may be situations where it is not appropriate to lodge an informal complaint prior to lodging a formal complaint. If so please commence the procedure at 3.0.	
	2	Informal complaint / concern	
Parent	2.1	Ensure that you have all available facts/evidence.	
	2.2	In the first instance contact the relevant staff member/s to organise a time to discuss the complaint/concern. If this is not possible you are free to communicate to any other staff member that may be able to assist.	
Staff member	2.3	Confirm your availability.	
Parent	2.4	At the meeting outline your concerns.	
Staff member	2.5	Try to resolve the complaint/concern.	
	2.6	Notify the parent in writing of the outcome within 5 working days of the meeting.	
Parent	2.7	If the complaint/concern remains unresolved, and you feel it is appropriate to do so, lodge a formal complaint.	
	3	Lodging a formal complaint	
Parent	3.1	Ensure that you have all available facts/evidence.	
	3.2	Submit a formal written letter to the staff members' Manager.	
Staff member	3.3	Organise a time to meet to discuss the complaint.	
	3.4	Investigate the complaint and ensure any relevant processes have been correctly followed.	
	3.5	Respond to the formal complaint in writing within 5 working days .	
Parent	3.6	If you feel the complaint remains unresolved, submit a formal written letter to the College Director.	

Responsible	Procedure Steps		W/I
	3.7	Make an appointment to meet with the College Director.	
College Director	3.8	Investigate the complaint and ensure any relevant processes have been correctly followed.	
	3.9	Respond to the formal complaint in writing within 5 working days.	
Parent	3.10	If you feel the complaint remains unresolved, submit a formal written letter to the Executive General Manager, Australia and Asia (EGM).	
	3.11	Make an appointment to meet with the EGM.	
EGM	3.12	Investigate the complaint and ensure any relevant processes have been correctly followed.	
	3.13	Respond to the formal complaint in writing within 5 working days.	
Parent	3.14	If the complaint/concern remains unresolved seek the assistance of appropriate external professional agencies or bodies.	
	4	Complaints about the College Director	
Parent	4.1	Submit your formal written letter to the Executive General Manager, Australia and Asia (EGM).	
	4.2	Make an appointment to see the EGM.	
EGM	4.3	Investigate the complaint and ensure any relevant processes have been correctly followed.	
	4.4	Respond to the formal complaint in writing within 5 working days.	
	5	Withdrawal of a complaint	
Parent	5.1	If you wish to withdraw your complaint you can do so at any stage of the process by sending an email to the relevant staff member.	
	5.2	Decide if the complaint is to be deemed closed or if the College wishes to continue to investigate the complaint.	

D.2 Supporting Documentation

Related material	Location
None	

Form templates	Retention time	Location
None		

Records (including completed forms)	Retention time	Location
Formal written letter of complaint		
Record of complaint and processes followed		

D.3 Version Control

Version Number	Summary of Changes	Approved by	Date of Effect	Privilege Level
v1.0	Initial version	College Director	11/2015	Public