



Complaints Policy

Scope

The policy relates to all operations of Atwea but does not include Alesco Secondary College based complaints which are within the jurisdiction and processes defined by NESA.

Purpose

The Atwea complaints process provides a structured and systematic means for our customers to raise issues involving the performance of services conducted on behalf of Atwea.

Grievances made by staff are to be raised and resolved through the Grievance Handling Procedures.

Definitions

NESA:	NSW Education Standards Authority
Complaint:	A complaint is any notification to Atwea (in person, verbally or in writing) regarding unhappiness or dissatisfaction with the types of services conducted, how services have been conducted or any failure to provide agreed services. It can relate to an occurrence with an individual or an issue impacting on a group.
Fairness:	Both the complainant and respondent should have the opportunity to present their version of events and provide supporting information. The decision maker should be impartial.
Confidentiality:	Information about the complaint should be only shared with those who need to know
Transparency:	The complaint process and possible outcomes should be clearly explained, and those involved should be kept informed of the progress
Accessibility:	The complaint process should be easy to access and understand, accommodating all participants' needs
Efficiency:	The process should be conducted without undue delay, with clear timelines for responses and actions

Policy



Atwea will conduct complaints management processes using a structured approach ensuring that all parties involved are treated fairly, information is accessible and the process is transparent. The key principles to be applied are fairness, confidentiality, transparency, accessibility and efficiency.

Related documents, forms, and legislation

GV-BR-005 Brochure – How to make a complaint

GV-PR-005 Complaints Management Procedure

GV-FO-005 Complaint Form (paper based) and eForm

GV-PO-004 Privacy Policy

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PC-DT-001 Confidentiality Agreement

PC-CO-001 Atwea Employee Code of Conduct

Review

This policy review period is every two(2) years or sooner should deficiencies in the process are identified.