

COMPLAINTS HANDLING POLICY

Carinya Christian School welcomes feedback from all members of the school community and takes all complaints or concerns that may be raised seriously. This Complaints Handling Policy is designed to assist you to understand how to make a complaint.

What is a Complaint?

A complaint is an expression of dissatisfaction made to Carinya, related to our services or operations, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected.

If the complaint is regarding allegations of misconduct or reportable conduct (sexual offence, sexual misconduct, assault, ill-treatment, neglect and behavior that causes psychological harm) please refer to our Child Protection – Reportable Conduct of Staff, Volunteers and Others policy. This policy is also on our website and will provide you with a more detailed explanation for defining alleged reportable conduct and the reporting process.

Carinya Christian School's Commitment

Carinya Christian School is committed to handling complaints effectively and efficiently. To manage complaints effectively, we have established a Complaints Handling Program in line with both the international complaints handling standard (ISO 10002:2014 Quality management – Customer satisfaction – Guidelines for complaints handling in organizations), and the Australian/New Zealand complaints handling standard (AS/NZS 10002:2014 Guidelines for complaint management in organizations).

Our Complaints Handling Program includes the establishment of an online complaints management system which allows us to effectively capture, manage and report on complaints. Regular analysis of complaints received and the implementation of rectification action, where deficiencies are identified, are key to the Carinya's commitment.

How Do I Make a Complaint?

We ask that, where appropriate, you first raise the matter directly with the relevant staff member. If that is not appropriate or the issue was not addressed to your satisfaction, please contact your child's Subject Coordinator or Head of School.

If you have been unable to resolve a matter informally, or simply wish to make a formal complaint you can do so by any of the following means:

1. Sending an email to complaintsmanager@carinya.nsw.edu.au.
2. Writing a letter to Carinya Christian School addressed to "The Complaints Manager".