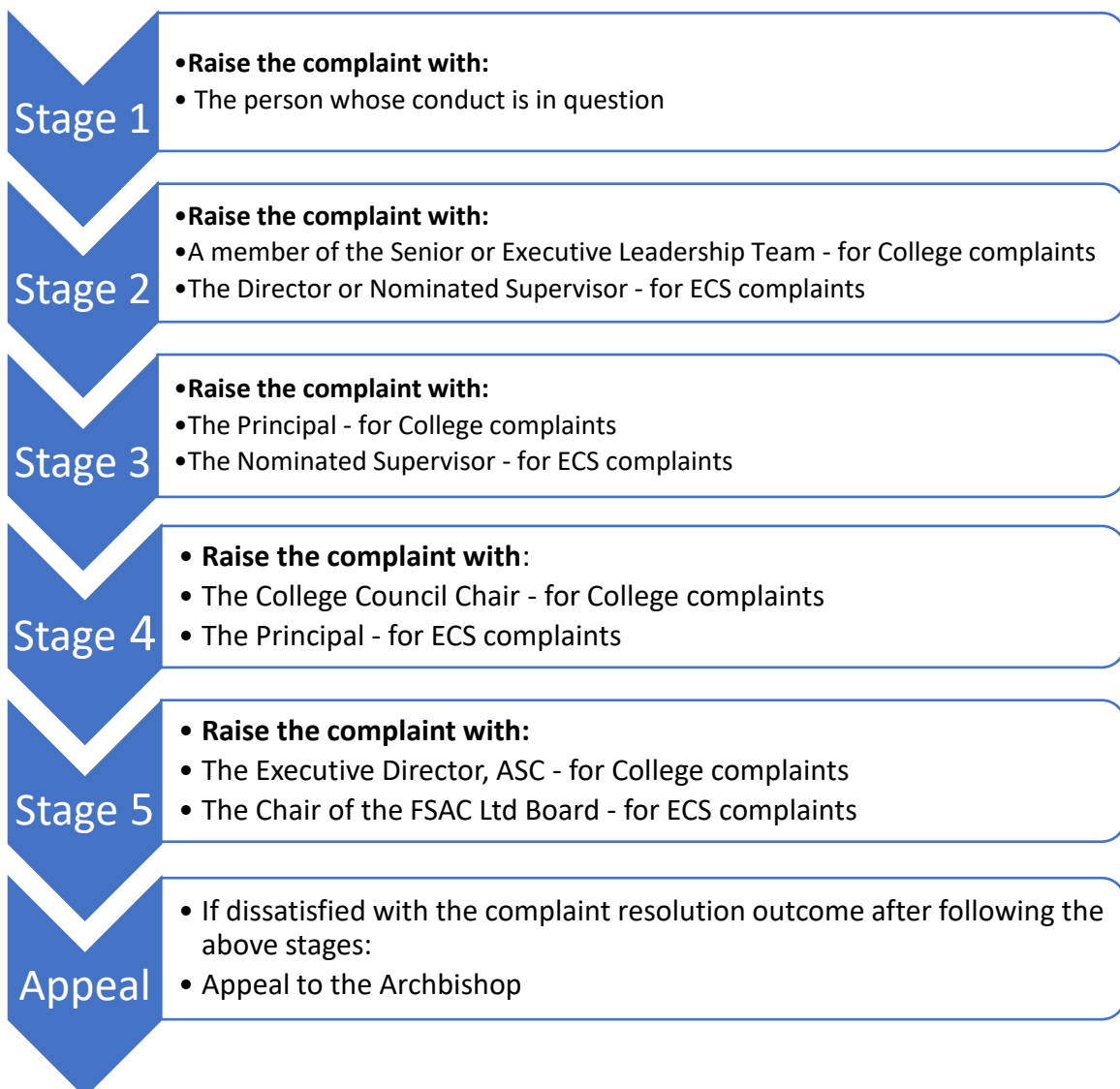


Guide to Making a Complaint

- If you wish to make a complaint in respect of The Tiny Tartan Kindergarten, After and Before College Care, Early Years After and Before College Care (Collectively herein referred to as Education and Care Service (ECS)) or The Springfield Anglican College (Primary or Secondary) (**College**) please follow the process set out in the *Complaints Management in Anglican Education Policy* and *Complaints Management in Anglican Education Guidelines and Procedures*.
- Set out below is a summary of the staged complaints process:





- Typically, complaints start at stage 1 and only proceed to the next stage if the complaint has not satisfactorily been resolved.
- You may choose to skip a particular stage.
- It is important to note that for some types of complaints, particular stages are not appropriate:
 - Stage 1 is not appropriate and must not be used for complaints that relate to:
 - Conduct of any person at the College or ECS who is not a staff member (e.g. child, volunteer or visitor)
 - Concerns for the safety of a child or young person; or
 - An alleged breach of law (including regulations)
 - Complaints that relate to:
 - A strategic risk of the College or ECS; or
 - Licensed Clergy or lay person

must immediately be elevated to stage 3 or above.
 - Complaints relating to non-compliance with the *Protecting Children and Young People in Anglican Education Policy* must be made in writing to the Executive Director ASC.
- You are not precluded from pursuing other avenues to resolve a complaint – e.g. complaining to a statutory authority or seeking independent legal advice.
- The *Complaints Management in Anglican Education Policy* and *Complaints Management in Anglican Education Guidelines and Procedures* are available through the College Handbook, Staff Handbook, Nexus and the College website.

Document Approval and Version Control			
Version: 1.0	Approved by: <i>Principal</i>		
Last amended: July 2023	Date Approved: July 2023		
Contact Officer: <i>Risk and Compliance Manager</i>	Next Review Due: July 2026		