

PROCEDURE NUMBER: SSCSOP004:2



PROCEDURE TITLE: Complaints Process

Supersedes: SSCSOP004:1

Release Date: January 2020

Review Date: January 2022

1.0 PURPOSE AND SCOPE

The purpose of this flowchart is to summarise the complaints process in place to effectively address complaints raised within Skillset Senior College Limited (SSC). The complaints handling process will also provide information that can lead to continuous improvement in our service delivery. **Great care must be taken to communicate effectively with the complainant at every step, keeping them informed and confident that their issues and concerns are being addressed through a quality assured process.**

2.0 PROCEDURE:



<p>Authorised by: Craig Randazzo</p>	<p>Position: Principal</p>	<p>Date: February 2018</p>
--------------------------------------	----------------------------	----------------------------

PROCEDURE NUMBER: SSCSOP004:2

PROCEDURE TITLE: Complaints Process



Supersedes: SSCSOP004:1

Release Date: January 2020

Review Date: January 2022

3.0 REFERENCE DOCUMENTS

CORRESPONDING STEP	Document TITLE
Step 2.1	Complaints Categories
Step 3.1	Complaints Register

4.0 DEFINITIONS

Complaints: Complaints are defined as any expression of dissatisfaction or grievance made to Skillset Senior College by a stakeholder (internal or external) in relation to the College and its operations. Complainants may include students, parent or other external or internal parties.

Complaints Register: The Complaints Register has been established to record any complaints that are made from another party. The Complaints Register seeks to efficiently track, address and close out complaints. Additionally, trends are also identified and continuous improvement opportunities are established.

Sentral: Sentral is the database utilised by Skillset to manage all school administration and data.

SSC Weekly Staff Meeting: College staff meet on a weekly basis in order to discuss a range of operational and welfare issues.

SSC Management Meeting: The College's Principal, School and Business Managers meet on a fortnightly basis. The meeting discusses various operational and issues affecting the College.

5.0 RECORDS

All records related to this procedure are maintained in Sentral.

Authorised by: Craig Randazzo

Position: Principal

Date: February 2018