

A leaflet to Parents

The Australian Trades College WA Ltd welcomes suggestions and comments from parents and takes seriously complaints and concerns that may be raised. This leaflet will show you how to use our complaints system.

A complaint will be treated as an expression of genuine dissatisfaction that needs a response.

We wish to ensure that:

- Parents wishing to make a complaint know how to do so
- We respond to complaints within a reasonable time and in a courteous and efficient way
- Parents realise that we listen and take complaints seriously
- We take action where appropriate.

“How should I complain?”

When you contact the College, ask to speak to affected staff or students Line Manager. Be as clear as possible about what is troubling you.

Members of staff will be happy to help. It may be best to start with the person most closely concerned with the issue – for example, to raise curriculum matters with the WACE Manager. They may be able to sort things out quickly, with the minimum of fuss. However, you may prefer to take the matter to a more senior member of staff, for example the Chief Executive Officer.

“I don’t want to complain as such, but there is something bothering me”

The College is here for you and your child, and we want to hear your views and your ideas. Contact a member of staff, as described above.

“I am not sure whether to complain or not”

If as parents you have concerns, you are entitled to raise them. If in doubt, you should the contact the College, as we are here to help.

“What will happen next?”

If you raise something face-to-face or by telephone, it may be possible to resolve the matter immediately and to your satisfaction.

If you have made a complaint or suggestion in writing, we will contact you within 5 working days, to respond to your concerns and explain how we propose to proceed.

In many circumstances, the person you contact will need to discuss the matter with a colleague and consider it further before responding. You will be given a date you will receive a response. If a detailed exploration of the issue is needed, a staff member will be in contact to provide a progress update.

“What happens about confidentiality?”

Your complaint or concern will be treated in a confidential manner and with respect. Knowledge of it will be limited to management and those directly involved. The College’s Board may also need to be informed. It is the College’s policy that complaints made by parents will **NOT** adversely affect their children.

We cannot entirely rule out the need to make third parties outside the College aware of the complaint and possibly also the identity of those involved. This would only be likely to happen where, for example, a child’s safety was at risk or it became necessary to refer matters to the Police. In these instances you would be fully informed.

While information relating to specific complaints will be kept confidentially on file, we would point out that anonymous complaints might not be pursued.

Action, which needed to be taken under staff disciplinary procedures as a result of complaints, would be handled confidentially within the College.

“What if I am not satisfied with the outcome?”

We hope that you will feel satisfied with the outcome, or at least that your concerns have been fully and fairly considered.

If you are not satisfied, the Chief Executive Officer will offer to refer the matter to the Australian Trades College WA Board. Alternatively, you may wish to write direct to the Australian Trades College WA Board. The Board will call for a full report from the Chief Executive Officer, and will examine matters thoroughly before responding. This may result in a positive solution, but if it does not, the Board may invite you to a meeting. You may wish to be supported by a friend, but legal representation would not be appropriate at this stage.

If the meeting does not bring about a resolution, the matter would be referred to an independent arbitrator. It is their task to look at the issues in an impartial and confidential manner. The independent arbitrator may invite you to a meeting. You will be asked if there are any papers you would like to have circulated beforehand. As with the Board’s meeting, you will be invited to bring a friend with you.

The College recognises and acknowledges your entitlement to complain and we hope to work with you in the best interests of the children and young people in our care.