



Citipointe Christian College

COMPLAINT FORM

The College subscribes to a process of fairness in receiving, assessing, investigating and addressing complaints made by staff, students, parents or the wider College community.

All complaints will be treated seriously and sensitively, having due regard to procedural fairness, confidentiality and privacy. Requirements relating to confidentiality and privacy extend to the use and storage of any information and records related to a grievance. Wherever possible, grievances should be resolved by a process of discussion, cooperation and conciliation. The aim is to reach an acceptable outcome that minimises any potential detriment to ongoing relationships.

The College endeavours to resolve all complaints with an approach that is aligned with the Christian ethos of the College.

Your name and contact is mandatory for the purpose of validation of the complaint and any follow up correspondence. Your complaint may be escalated to the authorities if it is related child protection matters.

Process

The formal process is to lodge an official written complaint to the College. The complaint will be reviewed by the Compliance officer and grievance committee. After the initial review, the complainant will have an opportunity to present the case before the compliance officer/grievance committee prior to an official investigation. A support person can be present at the meeting to assist with interpretation and providing support only. The complaint will be addressed within **10** working days and an official response will be provided to the complaint within **20** working days.

All complaints are private and confidential. They will be managed in accordance with the Privacy and Confidentiality policy of the College (5.1 Privacy of Information)

Complainant details

Name: _____ Relationship to the College: _____

Phone number (mobile/home): _____

Email: _____

Address:

Date of incident: _____ **Date of complaint submission:** _____

Please provide details of the complaint:

Complaint’s declaration and acknowledgement

- I confirm that the details I have provided are to the best of my knowledge.
- I authorise the disclosure of information to appropriate person(s) who may assist with the investigation.
- I permit the College to contact me should further clarification be required

Signature / Date

Please submit the completed COMPLAINT FORM to the College c/o Compliance Office in an enclosed envelope or email to compliance@citipointe.qld.edu.au