

Policy – Complaints Handling Policy

Purpose:	The purpose of this Complaints Handling Policy is to ensure that students, parents, employees and broader community complaints relating to Challenge Trade and Business College (CTBC) are dealt with in a timely, respectful and fair way. The policy provides that the complaints process is responsive to, and understood by children, young people, families, employees and volunteers of the CTBC community.	
Scope:	This Complaints Handling Policy applies to all students enrolled at CTBC, parents and employees, including full-time, part-time, permanent, fixed-term and casual CTBC employees, contractors, volunteers and people undertaking work experience or vocational placements.	
Status:	Approved	Supersedes: V0101032023
Authorised by:	Board Chair	Date of Authorisation: 21/02/2025
References:	<ul style="list-style-type: none"> • Education (Accreditation of Non-State Schools) Regulations 2017 • Australian Education Regulations 2013 • Fair Work Act 2009 • Work Health and Safety Act 2011 (Qld) • Privacy Act 1988 (Cth) • Anti-Discrimination Act 1991 (Qld) • Australian Human Rights Commission Act 1986 (Cth) • Sex Discrimination Act 1984 (Cth) • Age Discrimination Act 2004 (Cth) • Disability Discrimination Act 1992 (Cth) • Racial Discrimination Act 1975 (Cth) • National Principles for Child Safe Organisations • Education and Training Sector retention and disposal schedule • Challenge Employment and Training Ltd Policies and Procedures Manual – Part 6 Human Resource Management • CTBC Complaints Handling Procedure 	

	<ul style="list-style-type: none"> • CTBC Work Health and Safety Policy • CTBC Privacy Policy • CTBC Sexual Harassment Policy • CTBC Discrimination Policy • CTBC Child Protection Policy • CTBC Child Risk Management Strategy • CTBC Community Code of Conduct • CTBC Staff Code of Conduct • CTBC Board Code of Conduct • CTBC Managing Unacceptable Behaviour Policy • CTBC Workplace Bullying Policy • CTBC Students with a disability Policy • CTBC Tuition Fees Policy • CTBC Enrolment Policy • Delegations of Authority Policy and Procedures • Conflicts of Interest Policy 	
Review Date:	Annually	Next Review Date: February 2026
Policy Owner:	CTBC Governing Body	

Policy Statement

Challenge Trade and Business College (CTBC) is committed to ensuring that student, parent and employee complaints are handled in a responsive, efficient, effective and fair way.

CTBC views complaints as part of an important feedback and accountability process.

CTBC acknowledges the right of students, parents, employees and the broader community to complain when dissatisfied with an action, inaction or decision of the college, and the college encourages constructive criticism and complaints.

CTBC recognises that time spent on handling complaints can be an investment in better service to students, parents and employees.

This policy supports Principle 2 and 6 of the National Principles for Child Safe Organisations (National Office for Child Safety, 2025) to ensure children and young people are:

- informed about their rights
- are encouraged to participate in decisions that affect them
- are taken seriously.

Complaints that may be resolved under this policy in conjunction with other relevant policies.

Conduct of employees, contractors, volunteers, student, parents, caregivers and trainees relating to:

- bullying
- privacy breaches
- sexual abuse
- sexual harassment
- inappropriate behaviour
- reports of harm
- discrimination
- unsafe actions or situations
- non-compliance with colleges policies
- non-compliance with codes of conduct

Issues related to:

- learning programs, assessment and reporting of student learning
- communication with students or parents or between employees
- college fees and payments
- general administrative issues.

Complaints Handling Principles

CTBC is committed to managing complaints according to the following principles:

- complaints are dealt with fairly and objectively, and in a timely manner
- all complaints are taken seriously
- procedures ensure complaints and concerns relevant to authorities are reported as a matter of priority
- children and young people are informed about their rights and are encouraged to participate in decisions affecting them
- mediation, negotiation and informal resolution are optional alternatives
- procedural fairness is practiced including the right of interested parties to be heard
- confidentiality and privacy is maintained through robust adherence to privacy policy and practices
- all parties to the complaints will be appropriately supported
- CTBC will give reasonable progress updates
- appropriate remedies will be offered and implemented
- CTBC will provide a review pathway for parties to the complaint if warranted
- complainants, respondents and people associated with them will not be victimised as a result of lodging the complaints, and they will not suffer any other reprisals
- anonymous complaints are treated on their merits
- frivolous or vexatious complaints will not be progressed and where the respondent is aware of the complaint they will be advised
- the college will retain records of complaints as required under law.

Roles and Responsibilities

College

The college has the following roles and responsibilities:

- develop, implement, promote and act in accordance with the College's Complaints Handling Policy and Procedures.
- appropriately communicate the college's Complaints Handling Policy and procedures to students, parents and employees
- ensure that the Complaints Handling procedures are readily accessible by employee, students and parents
- upon receipt of a complaint, manage the complaint in accordance with the Complaints Handling Procedures
- ensure that appropriate support is provided to all parties to a complaint
- take appropriate action to prevent victimisation or action in reprisal against the complainant, respondent or any person associated with them

- appropriately implement remedies
- ensure employees and persons likely to be in a position to receive a disclosure are well-informed about their roles and responsibilities, reporting and privacy obligations and processes for responding to disclosures.
- keep accurate and true records
- conduct regular reviews of the Complaints Register
- report to the governing body on complaints
- refer to the college's governing body immediately after any claim for legal redress.
- Inform the colleges insurer if a complaint could be connected to an insured risk.

All Parties to a complaint

The complainant and respondent both have the following roles and responsibilities:

- apply and comply with the college's Complaints Handling Policy and Procedures
- lodge the complaint as soon as possible after the issue arises
- expect that the complaint will be dealt with fairly and objectively, in a timely manner, with procedural fairness wherever practicable, and that confidentiality and privacy will be maintained as much as possible
- provide complete and factual information in a timely manner
- not provide deliberately false or misleading information
- not make frivolous or vexatious complaints
- act in good faith and in a calm and courteous manner
- act in a non-threatening manner
- acknowledge that a common goal is to achieve an outcome acceptable to all parties
- recognise that all parties have rights and responsibilities which must be balanced
- maintain and respect the privacy and confidentiality of all parties
- not victimise or act in reprisal against any party to the dispute or any person associated with them.

Employees Receiving Complaints

Employees receiving complaints have the following roles and responsibilities:

- act in accordance with the college's Complaints Handling Policy and Procedures
- inform the party lodging the complaint of how complaints can be lodged, when they should be lodged and what information is required

- provide the complainant with information about any support or assistance available to assist them in lodging their complaint
- provide the complainant with a copy of the college's Complaints Handling Policy and Procedures
- maintain confidentiality
- keep appropriate records
- forward complaints to more senior employees, including the Principal, as appropriate
- if a conflict of interest is perceived to exist the complaint handler (employee) must remove themselves from the complaints process and advise their immediate supervisor for the process to be reassigned to another employee
- not victimise or act in reprisal against the complainant, respondent or any associated person.

Implementation

CTBC is committed to raising awareness of the process for making and resolving complaints at the college, through the development and implementation of this policy and related procedures and promotion of the policy and procedures through range of accessible resources shared throughout the college community.

CTBC is committed to appropriately training relevant employees (especially senior employees) on how to resolve complaints in line with this Policy and the related procedures.

CTBC is committed to training all persons in recognising and responding to signs of sexual abuse, physical abuse and harm.

CTBC will keep appropriate records of complaints, monitor complaints and their resolution and report on a high-level basis to the College Board on complaint handling at the college.

CTBC will act to encourage students, parents, caregivers, employees and the college community to contribute to a college culture where complaints are welcomed and considered an opportunity to improve the services provided and the overall health and wellbeing of the college community.