



1.06 Complaints Policy

Version	4
Approval Authority	Board of Directors
Approval Date	19/08/2019
Next Review	15/08/2022

1. Purpose

To uphold excellent customer service and ensure all complaints are resolved as efficiently and effectively as possible.

2. Scope

This policy applies to all workplace participants including the Board of Directors, employees, volunteers and contractors at Tamworth Community College (TCC). All workplace participants must, therefore, be aware of their obligations under this policy and take reasonable action to ensure ongoing compliance. Non-compliance with this policy may result in action, ranging from counselling to formal disciplinary proceedings up to and including dismissal.

3. Policy Statement

TCC is dedicated to providing excellent customer service and maintaining healthy customer relationships. The College has a Complaints Policy to ensure all complaints are handled as efficiently and effectively as possible, recognises the value of complaints as an important tool in monitoring customer satisfaction and demonstrates a continuous improvement approach to the organisation.

Complaints can be made:

- Verbally – either in person or over the phone
- Written
- Through comments on feedback and evaluation forms
- Via regulatory body

3.1. Our Responsibilities

The Tamworth Community College will:

- record the complaint in the TCC Continuous Improvement register;
- provide an efficient, fair and structured mechanism for handling complaints;
- provide our customers with access to the complaints handling process;
- keep customers informed as to the progress of their complaint and the expected timeframe for resolution;
- ensure all complaints are addressed in an equitable, objective and unbiased manner;
- regularly review our complaints so that we can improve our standard of customer service;
- take actions to prevent similar complaints occurring in the future; and
- not demand payment of genuinely disputed amount/s whilst an investigation into a matter is taking place.



3.2. Handling the Complaint

- If a complainant has a complaint regarding any aspect of an account or dealings with TCC, we encourage them to telephone reception in the first instance.
- Our Finance and Administration Manager will give them their name so the complainant knows with whom they are speaking. Our objective is to resolve the vast majority of enquiries or complaints during the first contact with us.
- Upon receiving a verbal or written complaint, we will acknowledge the matter via telephone or in writing within 5 business days.
- If the complaint is in writing, we will respond by telephone in the first instance and confirm any details in writing if requested to do so.
- We will keep the complainant informed of the progress of the complaint, proposed actions and the expected timeframe for resolution.
- We aim to resolve complaints promptly and we will generally resolve a matter within 30 calendar days.
- Complex complaints may take longer than 30 calendar days to resolve. In these cases, we will regularly update the complainant on the progress and likely timeframe for resolution.
- We will make every reasonable effort to investigate the complaint. We will liaise with contractors, staff members and any other relevant parties to investigate the complaint and ensure a satisfactory outcome for the complainant. A record of all information relating to the investigation will be stored securely once a resolution has been made.
- We will advise the complainant of the outcome of the complaint. Where requested, we will advise details in writing.
- We may impose a charge for handling a complaint in special circumstances. For example, we may charge a fee where a complaint requires us to retrieve archived records.
- If we think a complaint requires a charge, we will not impose one without discussion with the complainant. If the complaint is upheld in the complainant's favour, and we have charged complaint handling fees, we will refund the full amount of the fees charged within 30 days.
- Should the complainant not be satisfied with the response tendered, they may ask for the complaint to be escalated to the appropriate member of the Management team.
- If this fails, the matter will be referred to the TCC Board of Directors, and if resolution at that stage has not been achieved, the complainant may wish to refer to the Department of Fair Trading or another appropriate organisation for determination.
- Complaints made to the TCC are overseen by the management team. The team is committed to supporting the above areas and carrying out reviews of policy and process.

4. Definitions	•
5. Relevant Legislation	•
6. Related Documents	•

7. Revision History

Version	Effective Date	Description of Revision	Approved

4	22/07/2020	<ul style="list-style-type: none"> • Addition of wording to scope “disciplinary proceedings up to and including dismissal”. 	Board of Directors
3	19/08/2019	<ul style="list-style-type: none"> • 	Board of Directors
Previous		<ul style="list-style-type: none"> • See original document for revision history 	