



Complaints Process Guide

We strive to maintain a positive atmosphere and provide high-quality service. However, sometimes things don't always work out as expected. If such an issue arises, please contact the College with your concern or complaint as soon as possible.

Our complaints process helps us address issues in a constructive manner. It is important to follow the steps outlined below to seek solutions and avoid negative interactions (such as threats, defamation, social media posts) that may lead to a breakdown of our working relationship.

Resolving concerns and complaints takes time – some matters can be addressed quickly whilst others require in depth investigation and discussions. After an initial assessment of your concern, an estimated timeframe can be provided by the staff member reviewing the matter.

This guide is a summary of the complaints process outlined in our [Complaints Policy](#) which details how we respond to and investigate complaints along with the responsibilities that you and the College have.



Stage 1 – Raise your grievance or concern

Communicate your concern, either in writing (letter or email), in person, or by phoning the College Administration. In most cases a resolution is reached quickly. However, depending on the nature of the concern, you may be contacted for further information. If the concern is not resolved the matter may progress to Stage 2.



Stage 2 – Submit a complaint

To submit a complaint, please provide:

- Your name and contact details
- Details of the complaint, including the names of any people involved
- Measures already taken to resolve the complaint, including the names of people involved during Stage 1.
- What you would consider to be a suitable resolution
- Any supporting documents or additional information

A College leader or supervising staff member will review the complaint and make contact and work with you to resolve the matter.

If the complaint remains unresolved the matter may progress to Stage 3.



Stage 3 – Request an internal review by a senior leader

A College Senior Leader will conduct a review of the complaint and actions already taken. You may be contacted to clarify details or provide additional information. This stage may require an extended period of time to complete and for a final decision to be communicated to you.



Stage 4 – Request a review by the College Senior Leadership Team

If after Stage 3 you remain unsatisfied with the outcome, you may request a review of the processes and decisions. This will be undertaken by the College's Senior Leadership Team.

If you are still unsatisfied at the conclusion of this appeal review, you may seek a further review by the Board. It should be noted that in such cases, the Board's position is not to re-open or initiate a further investigation but to enquire into the process undertaken and ensure that due process and natural justice were provided under this policy, and in compliance with relevant regulations.

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Brindabella Christian College

QUEENSLAND

Chinchilla Christian College
 Dalby Christian College
 Endeavour Christian College
 Groves Christian College
 Livingstone Christian College
 Staines Memorial College
 Warwick Christian College
 Whitsunday Christian College

NEW SOUTH WALES

Rivers Christian College
 The Lakes Christian College

SOUTH AUSTRALIA

Blakes Crossing Christian College
 Hope Christian College
 Seaview Christian College

WESTERN AUSTRALIA

Cornerstone Christian College
 Dunsborough Christian College