

GOSCHOOL COMPLAINTS POLICY AND PROCEDURES

GoSchool is committed to ensuring that any person or organisation using services provided by GoSchool or affected by its operations has the right to lodge a complaint and to have their concerns addressed in ways that ensure access and equity, fairness, accountability and transparency.

GoSchool provides a complaints management procedure that:

- is simple and easy to use.
- is available to all stakeholders.
- ensures complaints are fairly assessed and responded to promptly.
- is procedurally fair and follows principles of natural justice.
- complies with legislative requirements.

OUR COMMITMENT

If you make a complaint to GoSchool you can expect that we will:

- treat you with respect.
- tell you what to expect while your complaint is being looked into.
- carry out the complaint handling process in a fair and open way.
- provide reasons for decisions that are made.
- protect your privacy.

WHAT CAN I MAKE A COMPLAINT ABOUT?

You can make a complaint to GoSchool about the delivery of our services. It is not the intent of this policy to allow a person or organisation to complain about the outcome of such consultations if the final result does not agree with that person or organisations position. A person may however lodge a complaint if a documented consultation process was not followed, or if the process was flawed.

PROCEDURE FOR MAKING A COMPLAINT

A person wishing to make a complaint may do so in writing or verbally to:

- the staff member they were dealing with at the time unless you are making a complaint about this person.
- the Academic or Business Director.

If the complaint is about:

- a product or service delivered by GoSchool the complaint will normally be dealt with by the Academic Director.
- a staff member, the complaint will normally be dealt with by the Academic Director in conjunction with Human Resources.
- internal complaints, where a staff member makes a complaint concerning another staff member, will be dealt with in accordance with the Grievance Policy and Procedures of GoSchool.

PROCEDURE FOR COMPLAINTS MANAGEMENT

The person managing the complaint will be responsible for:

1. Registering the complaint:

- registering the complaint in the complaints register
- informing the complainant that their complaint has been received and providing them with information about the process and time frame.

2. Investigating the complaint:

- examining the complaint within 5 working days of the complaint being received
- informing the complainant by letter within 10 working days of the complaint being received of what is being done to investigate and resolve it, and the expected time frame for resolution.

As far as possible, complaints or appeals will be investigated and resolved within 20 working days of being received. If this time frame cannot be met, the complainant will be informed of the reasons why and of the alternative time frame for resolution.

3. Resolving the complaint:

- making a decision or referring to the appropriate people for a decision within 20 working days of the complaint being received.
- Informing the complainant of the outcome and any options for further action if required

RECORD KEEPING

A register of complaints will be kept by the Academic Director. The register will record the following for each complaint:

- Details of the complainant and the nature of the complaint.
- Date lodged.
- Action taken.
- Date of resolution and reason for decision.
- Indication of complainant being notified of outcome.
- Complainant response and any further action.

Copies of all correspondence and other materials received by GoSchool in connection with any complaints will be kept for 7 years.

The complaints register and files will be confidential, and access is restricted to the Academic Director, Business Director and Human Resources Manager.

A statistical summary of complaints and appeals will also be kept by the Academic Director. The Academic Director will be responsible for preparing a report on received feedback and complaints once a quarter to the Founders..