

COMMUNITY COMPLAINT RESOLUTION POLICY

1. Purpose

The purpose of this policy is to advise stakeholders as to the ELTHAM College policy for the resolution of complaints arising from grievances impacting all persons.

2. Scope

This policy applies to members of the ELTHAM College community other than employees. Employees must follow the [EC187-POL Staff Grievance Policy](#).

3. What is a grievance?

A grievance is a cause for concern or complaint.

Complaint – Australian Standard AS/NZS ISO 10002:2014 Guidelines for Complaints Management in Organisations defines a complaint as an '*expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required*'.

You do not have to be directly involved in the incident to have a grievance and make a complaint. You may have been an observer or witness to a matter which you believe requires resolution.

4. Policy Statement

ELTHAM College is committed to promoting a fair and just environment by ensuring that all stakeholders have access to processes that allow for complaints, disputes and problems to be addressed and resolved in a manner which respects the position of all parties involved.

ELTHAM College will establish mechanisms to promote fast and efficient resolution of grievances and complaints.

All formal avenues for handling of grievances will be fully documented and all parties will be treated equally and respectfully. Complaints will be investigated and resolved in a timely manner in accordance with the Complaints Resolution procedure.

No member of the community will be intimidated or unfairly treated in any respect if they utilise this Policy to resolve an issue.

The procedure to resolve grievances is set out in [EC011-PRO Community Grievance Resolution Procedure](#)

5. Related Documents

Internal References

- [EC018-POL Bullying and Harassment Policy](#)

- [EC036-POL Privacy Policy](#)
- [EC011-PRO Community Grievance Resolution Procedure](#)
- [EC021-FORM Formal Complaint Form](#)
- [EC187-POL Staff Grievance Policy](#)

External References

- [Australian Standard AS/NZS ISO 10002:2014 Guidelines for Complaints Management in Organisations](#)

5. Document Version Control and Amendments

This policy will be reviewed August 2021

Version	Date	Amendment	Author
1	August 2016	First Policy.	Business Manager
2	April 2017	Policy Review.	Business Manager
3	July 2017	Policy revised to clarify review process.	Business Manager
4	July 2019	Updated date and version number following bi-annual review. No changes to text.	Business Manager
5	June 2020	Added scope to policy and internal references.	Business Manager
6	March 2021	Updated to be community specific and removed reference to employees.	Director People and Culture