

## Appendix 1: Roles and Responsibilities

The following hold particular roles and responsibilities for the complaint handling process:

1. The **EREA VSL Board** is responsible for:
  - a. understanding the legal and regulatory environment for complaints handling that is relevant to the College;
  - b. understanding the College's operational profile and the potential sources of complaints arising from the College's operations;
  - c. ensuring that there is effective implementation of this Complaints Handling Program and the clear delegation of responsibilities to the Principal and staff at all levels of the organisation;
  - d. ensuring that there is a clear understanding between EREA VSL Board, the Principal and the Risk and Compliance Committee of the complaints received that must be escalated and the process for escalation;
  - e. reviewing and approving any substantial changes to the College's complaints handling policies and procedures;
  - f. ensuring regular reports are received about: complaint volumes, average response timeframes, number of open complaints, identification and rectification of systemic issues, any media associated with any individual complaint or systemic issue;
  - g. receiving regular reports regarding complaints handling risks and risk controls as part of reviewing operation risks in the College;
  - h. supporting and promoting a positive and open culture for receiving and dealing with complaints;
  - i. supporting staff to handle complaints in accordance with this Program;
  - j. where complaints reports indicate systemic issues and failures, new or emerging areas of risk or potential failures of operations or service, or non-compliance with legal and regulatory requirements, ensuring resources are allocated, systems reviewed, corrective actions implemented and further reporting to EREA VSL Board occurs to enable service improvement and effective risk management;
  - k. allocating sufficient resources to enable the College to meet its legal and regulatory obligations in relation to complaints handling; and
  - l. ensuring that appropriate guidance and training is provided to College staff so that they understand this Complaints Handling Program and their responsibilities in receiving and managing complaints.
2. The **Principal** is responsible for:
  - a. appointing Complaints Officers;
  - b. providing support and direction to Complaints Officers and those responsible for managing complaints;
  - c. escalating to the EREA VSL Board high-risk and systemic issues arising from complaints that pose a threat to the ongoing good reputation of the College;
  - d. ensuring that appropriate guidance and training is provided to College staff so that they understand the College's Complaints Handling Program and their responsibilities in receiving and managing complaints;
  - e. communicating openly and honestly with and providing advice to the EREA VSL Board in relation to:
    - 1) reports which may indicate new or emerging areas of risk or potential failures of operations or service, or non-compliance with legal and regulatory requirements or any breakdown in systems or processes and service failures, and

- 2) the steps to be taken to improve systems, policies and procedures and increased resources allocated to address new or emerging areas of risk or potential failures of operations or service, or non-compliance with legal and regulatory requirements;
  - f. promoting a positive and open culture among staff for receiving and dealing with complaints and promoting the benefits to the organisation of effective complaints handling; and
  - g. monitoring and evaluating the effectiveness the College's Complaints Handling Program.
  - h. providing the Advisory Board with an update on complaints received and their current progress or resolution status.
3. The **Risk and Compliance Committee** is responsible for:
- a. reviewing, in consultation with the Principal, the College's complaints handling policies and procedures and their effectiveness;
  - b. implementing and deploying resources where rectification measures are required as a result of potential failures of operations or service, or non-compliance with legal and regulatory requirements or any breakdown in systems or processes are identified from the complaints received;
  - c. promoting a positive and open culture for receiving and dealing with complaints; and
  - d. monitoring and evaluating the effectiveness the College's Complaints Handling Program.
4. The **Complaints Officer** is responsible for:
- a. ensuring that all staff are educated about our Complaints Handling Program;
  - b. investigating and, where necessary, escalating Formal Complaints when requested by the complainant, other than child safeguarding-related complaints;
  - c. where necessary, escalating complaints to the CEO EREA VSL or the EREA VSL Manager, Risk and Compliance;
  - d. liaising with complainants and frontline staff;
  - e. maintaining accurate records in the Complaints Register;
  - f. regularly reporting to the Risk and Compliance Committee about complaints;
  - g. ensuring systemic complaints are identified and rectified; and
  - h. monitoring the effectiveness of, and continually improving, our Complaints Handling Program.

The Parade College Complaints Officers are:

- a) Staff Matters – Assistant Principal, Staff Wellbeing and Development;
- b) Student Wellbeing Matters - Assistant Principal, Student Wellbeing; and
- c) Property, facilities, transport, fees or other matters – Business Manager

## 5. All Staff

Complaints may be received by any member of staff, at any time, either over the telephone, email, or during face-to-face meetings. So that complaints can be handled properly, it is important for all staff members to:

- a. be trained on our complaints handling processes, and be familiar with our policies for Receiving and Logging Complaints;
- b. be aware of their roles, responsibilities and authorities with respect to complaints;
- c. be aware of what information to give to complainants;
- d. report all complaints they receive;
- e. treat complainants in a courteous manner;

- f. identify when complaints are being made and assist people to make complaints if they wish to do so;
- g. respond to individual complaints, when requested;
- h. provide feedback to management on issues arising from complaints; and
- i. demonstrate good interpersonal and communication skills.

6. The **EREA VSL Risk & Compliance Manager:**

- a. has been appointed to act as EREA's VSL's Complaints Officer, for complaints in relation to EREA VSL governed schools and Flexible Learning Centres respectively.
- b. The EREA VSL Complaints Officer is authorised to investigate and manage Formal Complaints once they have been logged with or escalated to them.
- c. The EREA VSL Complaints Officer is responsible for:
  - 1) investigating and, where necessary, escalating complaints to the CEO EREA VSL;
  - 2) liaising with complainants; and
  - 3) maintaining accurate records in the Complaints Register.