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## Heatherton Christian College’s Complaints Handling Policy

Heatherton Christian College welcomes feedback from all members of the College community and takes all complaints or concerns that may be raised seriously. This Complaints Handling Policy is designed to assist you to understand how to make a complaint.

### What is a Complaint?

A complaint is an expression of dissatisfaction made to Heatherton Christian College, related to our services or operations, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected.

### Heatherton Christian College’s Commitment

Heatherton Christian College is committed to handling complaints effectively and efficiently. To manage complaints effectively, we have established a Complaints Handling Program in line with both the international complaints handling standard (ISO 10002:2018 Quality management – Customer satisfaction – Guidelines for complaints handling in organisations), and the Australian/New Zealand complaints handling standard (AS/NZS 10002:2014 Guidelines for complaint management in organisations).

Our Complaints Handling Program includes the establishment of an online complaints management system which allows us to effectively capture, manage and report on complaints. Regular analysis of complaints received and the implementation of rectification action, where deficiencies are identified, are key to the College’s commitment. Our internal complaints handling process are available at no cost.

### How Do I Make a Complaint?

We ask that, where appropriate, you first raise the matter directly with the relevant staff member. If that is not appropriate or the issue was not addressed to your satisfaction, please contact our Complaints Manager on 8551 6650 or at [complaints@hcc.vic.edu.au](mailto:complaints@hcc.vic.edu.au).

If you have been unable to resolve a matter informally, or simply wish to make a formal complaint you can do so by any of the following means:

- sending an email to [complaints@hcc.vic.edu.au](mailto:complaints@hcc.vic.edu.au)
- writing a letter to the College addressed to “The Complaints Manager”
- telephoning the College and asking to speak to your child’s Classroom Teacher/Year Coordinator.