



PC KINYANJUI TECHNICAL TRAINING INSTITUTE

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COMPLAINTS HANDLING POLICY

2022

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Policy Statement

Paramount Chief Kinyanjui Technical Training Institute is committed to providing exceptional customer service. While we make effort to ensure customer service is superior, sometimes mistakes are made when something goes wrong; therefore we commit to address all complaints received from our customers in the most appropriate manner within the shortest time possible. We also commit to give the feedback to the aggrieved party within the agreed upon time.

A complaints procedure has been established to stakeholders who feel dissatisfied with any part of our service. We acknowledge your right to complain and have your concern investigated. We aim to learn from our mistakes and our complaints policy is an important part of our continuous improvement.

Our Complaint Management System is intended to:

- Enable us respond to issues raised by people making complaints in a timely and cost effective way.
- Boost public confidence in our administration process.
- Provide information that can be used by us to deliver quality improvements in our products, services, staff and complaint handling.

DR. Mary Clare Kindenda
Chairperson, Board of Governor

Introduction

General

Objectives and Purpose of the Complaints Handling Policy (The Policy)

PC K.T.T.I seeks to maintain and enhance its reputation as an institute delivering high quality professional services. We are also committed to maintaining our responsiveness to the needs and concerns of our clients. We value complaints as they assist us to improve our products, services and customer service.

The Policy has been designed to provide guidance to both our customers and staff on the manner in which PC K.T.T.I receives and manages the complaint. We are committed to being consistent, fair and impartial when handling the complaint.

The Objective of this Policy is to ensure:-

- You are aware of our complaint lodgment and handling process.
- Both our customers and staff understand the complaints handling process.
- the complaint is investigated impartially with a balanced view of all information or evidence.
- We take reasonable steps to actively protect personal information.
- the complaint is to be considered on its merit taking into account individual circumstances and needs.

Nancy Njui. (Mrs.)

Principal, PC Kinyanjui T.T. Institute

1.0 Terms and Definition

Complaint

Expression of dissatisfaction made to or about us, our products, services, staff or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required.

A complaint covered by this Policy can be notable from:

- Staff grievances
- Public interest disclosures made by our staff
- Code of conduct complaints
- Responses to requests for feedback about the standard of our service provision
- Reports of problems or wrong doing merely intended to bring a problem to our notice with no expectation of a response
- Service requests and
- Requests for information .

1.1 Complaint Management Systems

This includes all policies, procedures, practices, staff, hardware and software used by us in the management of complaints.

1.2 Dispute

An unresolved complaint escalated either within or outside of our organization.

1.3 Feedback

Opinions, comments and expressions of interest or concern, made directly or indirectly, explicitly or implicitly, to or about us, about our products, services or complaint handling where a response is not explicitly or implicitly expected or legally required.

1.4 Service request

The definition of a service request will vary depending on the organizations core business it is likely to include;

- Requests for approvals.
- Requests for action.
- Routine enquiries about the organizations business.
- Request for the provision of services and assistance.
- Reports of failure to comply with laws regulated by the organization.
- Requests for explanations of policies, procedures and decisions.

1.5 Grievance

A clear, formal or written statement by an individual staff member about another staff member or a work related problem.

1.6 Policy

A statement of instruction that sets out how we should fulfill our vision, mission and goals.

1.7 Procedure

A statement or instruction that sets out how our policies will be implemented and by whom.

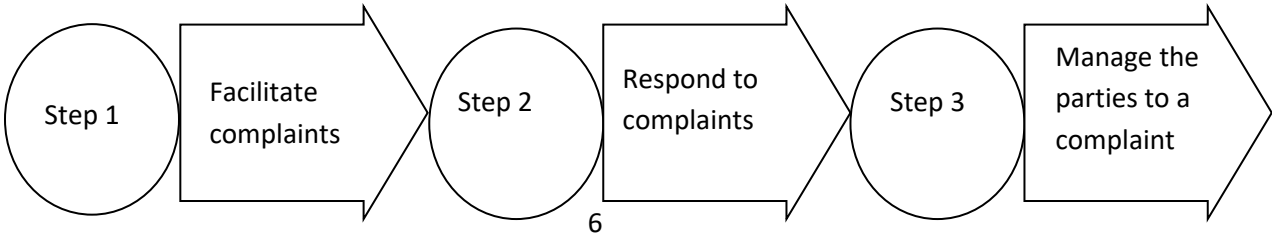
2.0 Guiding Principles of effective Complaints Handling

2.1 Visibility Accessibility

Principle	Response
Visibility	Our Complaints Handling Policy is available on the PC Kinyanjui T.T.I Website and also internally.
Accessibility	Our Complaints Handling Policy is readily accessible to all partners, employees and clients. The Policy is easy to understand and includes details on making and resolving complaints.

Responsiveness	Receipt of each complaint is acknowledged to the complainant immediately. Complaints will be handled in an efficient and effective manner. Complainants will be treated courteously and kept informed of the progress of their complaint throughout the complaint-handling process.
Objectivity	Each complaint is addressed in an equitable, objective and unbiased manner through the complaints-handling process.
Charges	There will be no charge to the complainant for making a complaint.
Confidentiality	Personal identifiable information concerning the complainant is actively protected from disclosure unless the complainant expressly consents to its disclosure.
Customer-focused approach	All partners and employees of PC K.T.T.I, including the members of the Board, the CEO and the executive team, are committed to efficient and fair resolution of complaints. We actively solicit feedback from our clients on a regular basis and acknowledge a client's right to complain.
Accountability	All partners and employees accept responsibility for effective complaints handling. The Complaints Officer will ensure that, where appropriate, issues raised in the complaints handling process are reflected in partner and employee performance evaluation.
Continual Improvement	Our complaints handling process will be reviewed periodically, and at bi-annually, to aim to enhance its efficient delivery of effective outcomes

3.0 Guiding Principles



3.1 Facilitate Complaints

People Focus

We are committed to seeing and receiving feedback and complaints about our services, systems, practices, procedures, products and complaint handling.

Any concerns raised in feedback or complaints will be dealt with within a reasonable time frame.

3.2 People making Complaints will be:

- Provided with information about our Complaint Handling Process.
- Provided with multiples and accessible ways to make complaints.
- Listened to, treated with respect by staff and actively involved in the Complaint Process where possible and appropriate, and
- Provided with reasons for our decision/s and any options for redress or review.

3.3 No detriments to people making Complaints

We will take all reasonable steps to ensure that people making complaints are not adversely affected because a complaint has been made by them or on their behalf.

3.4 Anonymous Complaints

We accept anonymous complaints and will carry out an investigation of the issues raised where there is enough information provided.

3.5 Accessibility

We will ensure that information about how and where complaints may be made to or about us is well publicized. We will ensure that our systems to manage complaints are easily understood and accessible to everyone, particularly people who may require assistance.

If a person prefers or needs another person or organization to assist or represent them in the making and/ or resolution of their complaint, we will communicate with them through their representative if this is their wish. Anyone may represent a person wishing to make a complaint with their consent (e.g. advocate, family member, legal or community representative, member of Parliament, another organization).

3.5 No charge

Complaining to us is free

3.6 Responsiveness

We will promptly acknowledge receipt of complaints.

We will assess and prioritize complaints in accordance with the urgency and/or seriousness of the issues raised. If a matter concerns an immediate risk to safety or security the response will be immediate and will be escalated appropriately.

We are committed to managing people's expectations, and will inform them as soon as possible, of the following:

- The complaints process
- The expected time frames for our actions
- The progress of the complaint and reasons for any delay
- Their likely involvement in the process, and
- The possible or likely outcome of their complaint

We will advise people as soon as possible when we are unable to deal with any part of their complaint and provide advice about where such issues and/or complaints may be directed (if known and appropriate).

We will also advise people as soon as possible when we are unable to meet our time frames for responding to their complaint and the reason for our delay.

3.7 Objectivity and Fairness

We will address each complaint with integrity and in an equitable, objective and unbiased manner.

We will ensure that the person handling a complaint is different from any staff member whose conduct or service is being complained about.

Conflicts of interests, whether actual or perceived, will be managed responsibly. In particular, internal reviews of how a complaint was managed will be conducted by a person other than the original decision maker.

3.8 Responding Flexibly

Our staffs are empowered to resolve complaints promptly and with as little formality as possible. We will adopt flexible approaches to service delivery and problem solving to enhance accessibility for people making complaints and/or their representatives.

We will assess each complaint on its merits and involve people making complaints and/or their representative in the process as far as possible.

3.9 Confidentiality

We will protect the identity of people making complaints where this is practical and appropriate.

Personal information that identifies individuals will only be disclosed or used by the as permitted under the relevant privacy laws, secrecy provisions and any relevant confidentiality obligations.

4.0 Manage the Parties to a Complaint

Complaints involving Multiple Agencies

Where a complaint involves multiple organisations, we will work with the other organisation/s where possible, to ensure that communication with the person making a complaint and/or their representative is clear and coordinated.

Subject to privacy and confidentiality considerations, communication and information sharing between the parties will also be organised to facilitate a timely response to the complaint.

Where a complaint involves multiple areas within our organisation, responsibility for communicating with the person making the complaint and/or their representative will also be coordinated.

Where our services are contracted out, we expect contracted service providers to have an accessible and comprehensive complaint management system. We take complaints not only about the actions of our staff but also the actions of service providers.

4.1 Complaints involving Multiple Parties

When similar complaints are made by related parties we will try to arrange to communicate with a single representative of the group.

4.2 Empowerment of Staff

All staff managing complaints are empowered to implement our complaint management system as relevant to their role and responsibilities.

Staffs are encouraged to provide feedback on the effectiveness and efficiency of all aspects of our complaint management system.

4.3 Managing unreasonable conduct by People Making Complaint

We are committed to being accessible and responsive to all people who approach us with feedback or complaints. At the same time our success depends on:

- Our ability to do our work and perform our functions in the most effective and efficient way possible
- The health, safety and security of our staff, and
- Our ability to allocate our resources fairly across all the complaints we receive.

When people behave unreasonably in their dealings with us, their conduct can significantly affect the progress and efficiency of our work. As a result, we will take proactive and decisive action to manage any conduct that negatively and unreasonably affects us and will support our staff to do the same in accordance with this policy.

For further information on managing unreasonable conduct by people making complaints please see [either our policy on managing unreasonable conduct by people making complaints or the Ombudsman's Managing Unreasonable Complainant Conduct.

5.0 Responsibility and Authority

Who	Commitment	How
Head of institution	Promote a culture that values complaints and their effective resolution	Report publicly on Institute's complaint handling. Provide adequate support and direction to key staff responsible for handling complaints. Regularly review reports about complaint trends and issues arising from complaints. Encourage all staff to be alert to complaints and assist those responsible for handling complaints resolve them promptly. Encourage staff to make recommendations for system improvements. Recognise and reward good complaint handling by staff. Support recommendations for product service, staff and complaint handling improvements arising from the analysis of complaint data.
Manager	Establish and	Provide regular reports to management on

<p>responsible for complaint handling</p>	<p>manage our complaint management system.</p>	<p>issues arising from complaint handling work. Ensure recommendations arising out of complaint data analysis are canvassed with and implemented where appropriate. Recruit, train and empower staff to resolve complaints promptly and in accordance with Institution's policies and procedures. Encourage staff managing complaints to provide suggestions on ways to improve the organisation's complaint management system. Encourage all staff to be alert to complaints and assist those responsible for handling complaints resolve them promptly. Recognise and reward good complaint handling by staff.</p>
<p>Staff whose duties include complaint handling</p>	<p>Demonstrate exemplary complaint handling practices</p>	<p>Treat all people with respect, including people who make complaints. Assist people make a complaint, if needed. Comply with this policy and its associated procedures. Keep informed about best practice in complaint handling. Provide feedback to management on issues arising from complaints. Provide suggestions to management on ways to improve the organisation's complaints management system. Implement changes arising from individual complaints and from the analysis of complaint data as directed by management.</p>

All staff	Understand and comply with Institute's complaint handling practices.	<p>Treat all people with respect, including people who make complaints.</p> <p>Be aware of Institute's complaint handling policies and procedures.</p> <p>Assist people who wish to make complaints access the Institute's complaints process.</p> <p>Be alert to complaints and assist staff handling complaints resolve matters promptly.</p> <p>Provide feedback to management on issues arising from complaints.</p> <p>Implement changes arising from individual complaints and from the analysis and evaluation of complaint data as directed by management.</p>
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6.0 Planning and design

6.1 General

The organization should plan and design an effective and efficient complaints-handling process in order to increase customer loyalty and satisfaction, and also to improve the quality of the products provided. This process should comprise a set of interrelated activities that function harmoniously and use various personnel, information, material, financial and infrastructure resources to conform to the complaints-handling policy and achieve the objectives. The organization should take into account the best practices of other organizations with regard to complaints handling.

6.2 Objectives

Top management will ensure that the complaints-handling objectives are established for relevant functions and levels within the organization. These objectives will be

measurable and consistent with the complaints-handling policy. These objectives will be set at regular intervals as detailed performance criteria.

6.3 Activities

Top management will ensure that the planning of the Complaints Handling Process is carried out in order to and increase customer satisfaction. The Complaints Handling Process may be linked to and aligned with other processes of the Quality Management System of the Institution.

6.4 Resources

In order to ensure that the Complaints Handling Process operates effectively and efficiently, top management will assess the needs for resources and provide them. These include resources such as personnel, training, procedures, documentation, specialist support, materials and equipment, computer hardware and software, and finances.

The selection, support and training of personnel involved in the complaints-handling process are particularly important factors.

6.5 Operations of Complaints Handling Process

PC K.T.T.I seeks to maintain and enhance our reputation of providing you with high quality products and services. We value complaints as they assist us to improve our products, services and customer service.

PC K.T.T.I is committed to being responsive to the needs and concerns of our customers or potential customers and to resolving your complaint as quickly as possible.

This policy has been designed to provide guidance to both our customers and staff on the manner in which PC K.T.T.I receives and manages your complaint. We are committed to being consistent, fair and impartial when handling your complaint.

The objective of this policy is to ensure:

- You are aware of our complaint lodgement and handling processes,
- Both you and our staff understand our complaints handling process,
- Your complaint is investigated impartially with a balanced view of all information or evidence,

- We take reasonable steps to actively protect your personal information.
- Your complaint is considered on its merits taking into account individual circumstances and needs.

6.6 Definition of a complaint

In this policy complaint means an expression of dissatisfaction by a customer relating to service provided by us.

6.7 How a Complaint can be managed

If you are dissatisfied with our services provided by us, you should in the first instance consider speaking directly with the staff member's you have been dealing with. If you are uncomfortable with this or consider the relevant staff member is unable to address your concerns you can lodge a complaint with us in one of the following ways:-

- By completing a feedback form on our website: info@kinyanjutechnical.ac.ke
- By telephoning us on 0721 480199 / 0773 829417 or
Hotline: 0735 885423 or 0707 492074
- By writing to us on email: kinyanjutechnical2008@gmail.com
- By emailing us complaints@kinyanjutechnical.ac.ke
- In person by speaking to any of our customer service staff.

If we receive your complaint verbally and we consider it appropriate, we may ask you to put your complaint in writing

The information you will need to tell us

When we are investigating your complaint we will be relying on information provided by you and information we may already be holding. We may need to contact you to clarify details or request additional information where necessary. To help us investigate your complaint quickly and efficiently we will ask you for the following information:

Your name and contact details,

- The name of the person you have been dealing with about your service,

- The nature of the complaint,
- Details of any steps you have already taken to resolve the complaint,
- Details of conversations you may have had with us that may be relevant to your complaint,
- Copies of any documentation which supports your complaint.

6.7 Help when Making a Complaint

The person receiving or managing your Complaint should provide you with any assistance you may need to make your Complaint. However if you consider you need further assistance please contact: Hotline: Mr. Kenneth Munubi - 0735 885423 / Mrs. Dorothy Odhiambo - 0707 492074.

6.8 Recording Complaints

When taking a Complaint, we will record your name and contact details. We will also record all details of your Complaint including the facts and the cause/s of your Complaint, the outcome and any actions taken following the investigation of your Complaint. We will also record all dates and times relating to actions taken to resolve the complaint and communications between us.

As part of our on-going improvement plan, complaints will be monitored for any identifying trends by management and rectification/remedial action taken to mitigate any identified issues.

If you lodge a Complaint we will record your personal information solely for the purposes of addressing your Complaint. Your personal details will actively be protected from disclosure, unless you expressly consent to its disclosure.

6.9 Feedback to customers

PC Kinyanjui Technical Training Institute is committed to resolving your issues at the first point of contact, however, this will not be possible in all circumstances, in which case a more formal complaints process will be followed.

We will acknowledge receipt of your complaint within three (3) working days. Once your Complaint has been received, we will undertake an initial review of your Complaint.

There may be circumstances during the initial review or investigation of your Complaint where we may need to clarify certain aspects of your Complaint or request additional documentation from you. In such circumstances we will explain the purpose of seeking clarification or additional documentation and provide you with feedback on the status of your Complaint at that time.

We are committed to resolving your Complaint within 10 working days of you lodging your Complaint, however, this may not always be possible on every occasion. Where we have been unable to resolve your Complaint within 10 working days, we will inform you of the reason for the delay and specify a date when we will be in a position to finalise your Complaint.

During the Initial Review or Investigation Stage we may need to seek further clarification or documentation from you to assist us in resolving your Complaint.

If we have sought clarification or additional documentation from you and we are waiting on you to provide this information, we may not be able to meet our 10 working days finalisation commitment. In such circumstances upon receipt of your clarification or additional documentation we will indicate to you when we expect to be able to finalise your Complaint.

Once we have finalised your Complaint, we will advise you of our findings and any action we have taken. We will do this in writing, unless it has been mutually agreed that we can provide it to you verbally.

You have the right to make enquiries about the current status of your Complaint at any time by contacting us.

7.0 Our Six Point Complaint Process

1. We acknowledge:

Within three business days of receiving your Complaint we will acknowledge receipt of your Complaint.

2. We Review:

We undertake an initial review of your Complaint and determine what if any additional information or documentation may be required to complete an investigation. We may need to contact you to clarify details or request additional information where necessary.

3. We Investigate:

Within 10 working days of receiving your Complaint we will investigate your Complaint objectively and impartially, by considering the information you have provided us, our actions in relation to your dealings with us and any other information which may be available, that could assist us in investigating your Complaint.

4. We Respond:

Following our investigation we will notify you of our findings and any actions we may have taken in regards to your Complaint.

5. We Take Action:

Where appropriate we amend our business practices or policies.

6. We Record

We will record your Complaint for continuous improvement process and monitoring through regular review, your personal information will be recorded in accordance with relevant privacy legislation.

7.1 When you Complain about one of our Employees

If you complain about a member of our staff, we will treat your Complaint confidentially, impartially and equally (giving equal treatment to all people). We will investigate your complaint thoroughly by finding out the relevant facts, speaking with the relevant people and verifying explanations where possible.

We will also treat our staff member objectively by:

- Informing them of any complaint about their performance.
- Providing them with an opportunity to explain the circumstances.
- Providing them with appropriate support.
- Updating them on the complaint investigation and the result.

7.2 Complaints under Investigation by a Regulator or Law Enforcement Agency

If your complaint is currently being investigated by a relevant Federal, Regulator or Law Enforcement Agency we may cease to take further action in relation to your complaint pending finalisation of their investigation. We will assist any Agency with their investigations.

7.3 Our Complaint Escalation Process

Where possible, we will attempt to resolve your Complaint at the first point of contact. If we are unable to resolve your Complaint at the first point of contact, we will undertake an investigation of your Complaint and provide you with our findings.

If you are not satisfied with how your Complaint has been handled, or the resolution provided by us, you can request us to escalate your Complaint to the independent external review.

PC K.T.T.I approach will be to attempt to resolve your Complaint through consultation, by working with both you and us, to determine the relevant facts and establish a common ground. Institute will remain open and impartial throughout the consultative process and consider your Complaint and our actions, in attempting to resolve your complaint on their merits.

If you are not satisfied with the outcome of the institute consultation process, they will escalate your complaint onto the PC K.T.T.I Code Compliance Monitoring Committee. The PC K.T.T.I is an independent committee comprising five (5) members.

The Ombudsman investigate your Complaint, our actions in regards to your Complaint and take reasonable steps to resolve the Complaint, by reaching a fair and independent view. The Ombudsman can issue sanctions to us if in their opinion such sanctions are an appropriate response to the complaint. These sanctions can include us being required to rectify our actions such as providing a refund.

7.3.1 Escalation Process

1. First Contact Resolution	Our staff are empowered to resolve Complaints, wherever possible, at first contact
2. Investigation	If you are not satisfied with our first contact person response, you can request us to escalate your complaint. We will then investigate your complaint and consider all the relevant circumstances and information surrounding the complaint and inform you of our findings.
3. External Review	If you indicate you are not satisfied with the outcome of our investigations we will (at our request) refer your complaint to PC Kinyanjui Technical Training Institute

	<p>independent review.</p> <p>PC Kinyanjui Technical Training Institute will then attempt to resolve the matter through consultation, by working with you and us to resolve your Complaint.</p>
4. Independent Committee Review	<p>If you are not satisfied with this resolution, your Complaint will be referred to the PC Kinyanjui Technical Training Institute Code Compliance Monitoring Committee</p>
5. Consumer Protection Agency	<p>If you are not satisfied with the outcome of the review, you can refer your Complaint to your relevant state or territory consumer protection agency.</p> <p>You have the right to make a Complaint direct to your respective state or territory consumer affairs agency at any time throughout the Complaint Handling Process.</p>

8.0 When You Complain About One Of Our Employees

If you complain about a member of our staff, we will treat your Complaint confidentially, impartially and equally (giving equal treatment to all people). We will investigate your complaint thoroughly by finding out the relevant facts, speaking with the relevant people and verifying explanations where possible.

We will also treat our staff member objectively by:

- Informing them of any complaint about their performance.
- Providing them with an opportunity to explain the circumstances.
- Providing them with appropriate support.
- Updating them on the complaint investigation and the result.

8.1 Complaints Under Investigation By A Regulator Or Law Enforcement Agency

If your complaint is currently being investigated by a relevant federal, state or territory consumer protection regulator or law enforcement agency we may cease to take further action in relation to your complaint pending finalisation of their investigation.

We will assist any agency with their investigations.

8.2 Our Compliant Escalation Process

Where possible, we will attempt to resolve your complaint at the first point of contact. If we are unable to resolve your complaint at the first point of contact, we will undertake an investigation of your complaint and provide you with our findings.

If you are not satisfied with how your complaint has been handled, or the resolution provided by us, you can request us to escalate your complaint to the Institute (PC K.T.T.I).

PC K.T.T.I approach will be to attempt to resolve your Complaint through consultation, by working with both you and us, to determine the relevant facts and establish a common ground. PC K.T.T.I will remain open and impartial throughout the consultative process and consider your complaint and our actions, in attempting to resolve your complaint on their merits.

If you are not satisfied with the outcome of the PC Kinyanjui Technical Training Institute consultation process, they will escalate your complaint onto the PC Kinyanjui Technical Training Institute Code Compliance Monitoring Committee.

The Ombudsman will investigate your Complaint, our actions in regards to your Complaint and take reasonable steps to resolve the Complaint, by reaching a fair and independent view. The Ombudsman can issue sanctions to us if in their opinion such sanctions are an appropriate response to the Complaint. These sanctions can include us being required to rectify our actions such as providing a refund.

9.0 Assessing and Referring Complaints

Step	Action	Comment	Decision
1.	Is it a concern that needs to be recorded?	If it is about daily operations or minor concerns which can be addressed without using these procedures, it need not be recorded. If the concern is important to the person raising it, or demonstrates a pattern with potential negative effects on the school/workplace it should be recorded.	If NO - deal with concern in the ordinary course of your role or refer to supervisor if unsure. If YES go to 2 and follow CHP or refer to supervisor.
2.	Is this the correct policy for this type of concern?	It is excluded from being dealt with under CHP if it concerns only: <ul style="list-style-type: none"> • Suspension, transfer or exclusion of student • Child protection • Unsatisfactory performance • Industrial instrument interpretation 	If YES, go to 3. If NO, refer to supervisor, and/or follow the appropriate policy.
3.	Is the matter serious?	If the Complaint could have serious consequences for the respondent or others, (for example disciplinary action, termination of employment or important ramifications for the system) then the matter is serious.	If YES, obtain advice from Committee for school based Complaints and from ER for employee complaints.

4.	If less serious, can it be resolved using Informal procedures?	Check whether the complainant has attempted to address the issue with the person concerned first. Informal options need to be explored first so that complaints are resolved closest to the source of the problem.	If YES and problem persists, refer to complaint manager to use the appropriate procedure.
5.	If the complaint is, is less serious but has not been resolved by informal resolution.	Intervention will apply and can be initiated by a principal or team leader, employment relations	Refer to complaint handler as appropriate. If deemed serious, refer to complaint manager
6.	If the complaint is seen to be serious, investigation is applicable.	Investigation can only be approved by a principal (for non-employee matters), Team Leader, Committee	Contact the appropriate complaint manager and refer the matter for investigation.
7.	Is the complaint about a policy or procedure and not a person?	If YES, system improvement will apply and can be initiated by a principal or team leader	If it is about a person, go to 4. If not about a person or follow up is required use system improvement procedure.

ANNEX 1

COMPLAINT FORM

1. YOUR DETAILS

Family name _____ Given name(s) _____
Address _____
Contact number _____
Email or Fax _____

2. YOU ARE (Please Tick)

Student Staff
Parent/caregiver Other (please specify)

3. THE COMPLAINT IS ABOUT EVENTS AT: (Please tick and give details)

A school
CEO office
Specify location and address:

4. PLEASE GIVE DETAILS OF THE COMPLAINT

5. PLEASE GIVE DETAILS OF THE OUTCOME YOU ARE SEEKING

(Please attach additional page if space is insufficient)

6. HAVE YOU PREVIOUSLY RAISED THIS CONCERN WITH A STAFF MEMBER? (Please tick)

No Yes

If yes, when _____

Who dealt with the matter? _____

What was the result? _____

Signature _____ Date _____

Mail this form or hand it in to the complaint manager (see assessing and referring complaints)

Office use

For matters which are resolved at intake:

Advice/ Action: _____

Options: Self-resolution Assisted resolution Facilitation Mediation Intervention
 Systems improvement

Outcome _____

Date matter is finalized _____

Name of complaint manager _____ Signature _____

For matters which need further action:

Referred for: Further assessment (see optional Managing Complaints Checklist)

Referred to: Name _____

Referred by: Name _____ Signature _____

Date: _____