

## Definitions

**Action** means any act big or small taken to rectify a problem.

**Complaint** is an expression of dissatisfaction with the organisation. It may be about staff, services, activities, policies or procedures. A complaint requires a resolution or response. Where no resolution is required, the complaint will be treated as feedback.

**External Stakeholders** are those outside of Alesco Secondary College who are indirectly affected by decisions and outcomes. This can include students, parents/carers, government agencies, members of the public and community groups.

**Level 1 complaint** is defined as the provision of information to the Head of Campus



- 1.21 If the complaint will take in excess of 60 calendar days to finalise Alesco Secondary College will inform the complainant in writing providing the reasons why more than 60 calendar days are required. The complainant will also be provided with regular updates on the progress of the complaint.
- 1.22 Victimisation of complainants, respondents or anyone else involved in the complaint resolution process will not be tolerated.

## 2. Level 1 Complaints

- 2.1 External stakeholders can raise a complaint with the Head of Campus via email, text, phone or conversation.
- 2.2 Head of Campus is responsible for responding to the matter and making notes in the Student Management System.
- 2.3 Where a HoC is unable to satisfactorily resolve a level 1 complaint, the matter may be escalated to a level 2 complaint.

## 3. Level 2 Complaints

- 3.1 External stakeholders can raise a complaint by emailing [complaints@atwea.edu.au](mailto:complaints@atwea.edu.au)

