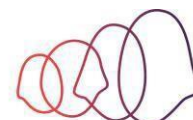


# STUDENT COMPLAINTS POLICY



Telethon Speech & Hearing

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**Topic:** Student Complaints Policy  
**Responsible:** Principal  
**Location:** TSH Intranet  
**Approved by:** Chief Executive Officer      **Signature:** *M. J. Spencer*  
**Review Date:** 2 years from procedure approval date or as and when required

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Effective Date:	May 2022	Review Date:	May 2024	Policy Version:	V3
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## 1. AIM and OBJECTIVE

The aim of this policy is to set out the child friendly complaints handling policy for all staff and volunteers employed at Telethon Speech & Hearing

## 2. GUIDELINES STATEMENT

TSH has developed this policy to be consistent with the six elements of a child friendly complaints system outlined in the WA Commissioner for Children and Young People guide “Are you Listening?”.

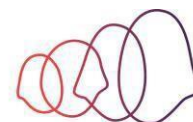
## 3. SCOPE and APPLICATION

This policy applies to all students under TSH care.

## 4. DEFINITIONS

**Complaint:** The Australian Standards\* define a complaint as: Any expression of dissatisfaction made to an organisation, related to its products (or services), or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected. (\*Australian Standard, Customer Satisfaction – Guidelines for complaints handling in organisations)

**Student:** Any child enrolled in TSH's school's programs.



## GUIDELINES

The guidelines for making complaints systems accessible and responsive to children and young people as outlined in the WA Commissioner for Children and Young People guide: "Are you Listening?" :

- Focus on children and young people
- Visibility
- Accessibility
- Responsiveness
- Confidentiality
- Accountability and continuous improvement

### Focus on children and young people

TSH acknowledges that students are persons who may make a complaint using our Centre complaints handling processes.

### Visibility

TSH uses a variety of strategies to publicise our complaints handling processes. These strategies include:

- Display of age-appropriate posters
- Information clearly posted on our public website
- In person learning opportunities in classrooms
- Communication via newsletters and emails

### Accessibility

TSH aims to ensure our students know how to make a complaint, who they can make a complaint to and the methods in which they can make a complaint. We use the following approaches to ensure our complaints handling procedures are accessible:

- Complaints can be made verbally and in writing
- Information is available on the public website
- Information is available at an age and ability appropriate level
- TSH ensures children and young people can make a complaint through an advocate
- TSH ensures the student can participate directly in the process if they would like to and where appropriate
- TSH will provide an appropriately trained advocate, independent from the complaint investigation and management process, when they do not have one.

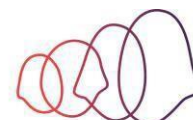
### Responsiveness

TSH recognises that it is important to ensure the system is responsive to students and that our staff are trained to respond quickly and to listen actively.

It is our policy that we will:

- respond to the child promptly.
- ensure that issues are prioritised and that child safety issues are dealt with as a matter of urgency
- ensure that those dealing with the complaint have experience in working with children and are helpful, understanding and responsive

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- ensure that the student understands the information and the procedure to be followed
- follow up more serious complaints with written documentation

## Child Wellbeing Complaints

In all circumstances where a complaint relates to the wellbeing of a child or young person, TSH will follow the Mandatory Reporting and Child Protection policy guidelines to refer the complaint to the appropriate authorities.

TSH defines child wellbeing to include the:

- care of a child;
- physical, emotional, psychological and educational development of a child;
- physical, emotional and psychological health of a child;
- safety of a child.

## Confidentiality

It is the policy of TSH that all complaints lodged will be treated as confidential. When handling complaints from students we will:

- ensure the student's consent in relation to the complaint is obtained
- ensure that the boundaries of confidentiality are clearly explained at appropriate times through the complaints process

## Accountability and Continuous Improvement

TSH will ensure that records are kept of student complaints to enable reporting and monitoring of such complaints. This will inform our continuous improvement processes.

The Principal and Line Managers are responsible for:

- ensuring that all staff are educated about our Complaints Handling Programme
- all staff are easily identifiable to students
- investigating and, where necessary, escalating complaints when requested by the complainant
- maintaining accurate records in the Complaints Register
- regularly reporting to the Senior Leadership Team about complaints
- ensuring systemic complaints are identified and rectified
- monitoring the effectiveness of, and continually improving, our Complaints Handling processes

## 5. POLICY UPDATES

Originated	March 2019	V1
Updated	April 2021	V2
Updated	May 2022	V3