

COMPLAINTS HANDLING

Procedure

Purpose:	The purpose of this procedure is to ensure that school staff, students, parents and employees can access procedures to facilitate the resolution of a dispute or complaint involving ThinkAgain. The procedure should be read in conjunction with the ThinkAgain Complaints Handling Policy.	
Scope:	This procedure relates to school staff, students, parents and employees of ThinkAgain, including volunteers.	
Status:	Active	Supersedes: 23/02/2020
Authorised by:	Board Chairperson	Date of Authorisation: 14/02/2021
References:	<ul style="list-style-type: none"> • ThinkAgain Complaints Handling Policy 	
Review:	Annually	Next Review Date: 2022
Policy Owner:	CEO	

COMPLAINTS AGAINST OTHER STUDENTS

When a ThinkAgain employee is made aware of a grievance between two students, they may try to resolve the grievance through mediation/informal resolution of the complaint. If this is unsuccessful, the students will be dealt with under the relevant school's student behaviour policy.

INFORMAL COMPLAINTS INVOLVING THINKAGAIN

- In the first instance, ThinkAgain requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
- Students/Parents should attempt to contact the relevant employee of ThinkAgain directly in the first instance to attempt mediation/informal resolution of the complaint.
- If the matter cannot be resolved through mediation, the matter will be referred to the CEO and the formal complaints handling procedure will be followed.

FORMAL COMPLAINTS INVOLVING THINKAGAIN

- The process of this grievance procedure is confidential, and any complaints are a matter between the parties concerned and those directly involved in the complaints handling process.
- The student/parent must detail, in writing, the nature and details of the complaint or appeal.
- Written complaints or appeals should be lodged directly to the relevant school principal. The complaint will then be resolved under the school's complaints handling policy and procedure. This will allow the school to act as a mediator between ThinkAgain and the complainant.
- The school may contact the CEO of ThinkAgain at hannah@thinkagain.org.au to report and resolve formal complaints.
- ThinkAgain will approach all formal complaints as a matter of urgency.

RECORDS

- ThinkAgain will track all formal complaints.
- A report will be presented to ThinkAgain's board annually outlining:
 - the number of complaints
 - reoccurring issues
 - resolution times
 - effectiveness of dispute resolution processes