


STUDENT COMPLAINTS POLICY



Telethon Speech & Hearing

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

Effective Date:	April 2024	Review Date:	April 2026	Policy Version:	V4
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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 TSH.

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?”.

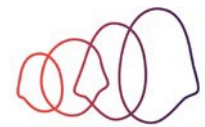
3. SCOPE and APPLICATION

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.



The **role of the Director** as referenced in the [Guide to the Registration Standards and Other Requirements for Non-Government Schools \(January 2024\)](#) as:

“The Director General of the Department of Education is responsible for ensuring that the school observes the registration standards, including the standard about its complaints handling system. Any student, parent or community member is entitled to contact the Director General with concerns about how the school has dealt with a complaint. Information is available on the Department of Education website. While the Director General may consider whether the school has breached the registration standards, she does not have power to intervene in a complaint or override the school’s decision.”

5. 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



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- 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
- 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

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6. SUPPORT SERVICES

The following services and organisations can provide help, advice and support to the complainant:

Kids Helpline – 1800 551 800

This is a free and confidential telephone counselling service for 5- to 25-year-olds in Australia available 24 hours a day, 7 days a week.

Headspace – 1800 650 890

Support services for young people with mental health, physical health (including sexual health), alcohol and other drug services, as well as work and study support.

Lifeline Australia – 13 11 14

This service operates 24 hours a day, 7 days a week and can provide information about other support services, if required.

Perth Children Hospital – 6456 2222

Child and Adolescent Mental Health Services – 1800 220 400

State Child Development Centre – 9481 2203

In addition to the organisations above, TSH has school psychologists available to support students and families who are experiencing difficult times.

7. POLICY UPDATES

This policy may be updated or revised from time to time. TSH will notify all staff each time the policy has been updated. If you are unsure whether you are reading the most current version, you should contact the CEO or Principal.

Originated	Version 1	November 2015
Updated	Version 2	April 2019
Updated	Version 3	May 2022
Updated	Version 4	April 2024