



PROCEDURE FOR COMPLAINT ABOUT NON-COMPLIANCE WITH IONA COLLEGE STUDENT PROTECTION PROCESSES

What is the aim of this complaints procedure?

The procedure aims to:

- ▶ Provide a complainant with access to an open and responsive complaints handling process;
- ▶ Enhance the ability of the College to resolve complaints in a consistent, systematic and responsive manner; and
- ▶ Assist the College to provide a student centred approach to resolving complaints.

What type of complaint is covered by this procedure?

Only complaints about non-compliance with Iona College's Student Protection Processes may be made under this procedure.

Other complaints should be referred to the College to manage in the first instance, or if the complaint concerns the Rector, the College Board Delegate for Student Protection.

Who may lodge a complaint?

Any person may lodge a complaint following the processes described in this procedure, where they believe that a staff member has not complied with the College's Student Protection Processes.

How is a complaint lodged?

If you have a complaint relating to non-compliance with the College's Student Protection Processes, you are requested to lodge your complaint on the **Record of Complaint about Non-Compliance with Iona College Student Protection Processes form** which can be accessed through the following link:

<http://www.iona.qld.edu.au/publication/record-complaint-non-compliance-iona-college-student-protection-processes-form/>

Submit the completed form either:

- ▶ by email to the College: admin@iona.qld.edu.au
- ▶ by post to: PO Box 351 Wynnum Central 4178.
- ▶ by email to the College Board Delegate for Student Protection: coneill7@bne.catholic.edu.au



A Catholic Boys' College conducted by The Missionary Oblates of Mary Immaculate.

What information is requested on the form?

You are requested to provide your name and contact details. Insufficient information may mean that further action by the College may be limited. In addition, you are requested to provide:

- ▶ the details of the staff member who you believe may not have complied with the College Student Protection Processes,
- ▶ the details of your concern;
- ▶ other information which you believe may be relevant; and
- ▶ the outcome you wish to see/how you would like the issue resolved.

What happens when my complaint is received?

The College will acknowledge receipt of your complaint form and provide you with a timeframe for addressing your complaint, assess the complaint and decide the most appropriate course of action to address your complaint. This may include:

- ▶ telephoning or meeting with you to clarify your complaint;
- ▶ coordinating any enquiry necessary in order to address the complaint;
- ▶ facilitating remedial action if student protection processes have not been followed; and
- ▶ communicating with you at the conclusion of the process.

Please note that a complaint may also progress to confidential disciplinary action against an employee.

Will my information be stored confidentially?

Yes. The College treats all information in its possession with a high level of confidentiality. Procedures are in place to secure files and prevent unauthorized access.

The following questions should be used as a guide to help you determine whether or not your complaint is a relevant complaint for Iona College to manage under this non-compliance with the College Student Protection Processes procedure.



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1. Is your complaint about a staff member who may have behaved inappropriately toward a student that has not yet been reported to the College / Rector?

If **Yes** you should report the matter immediately to the College Rector (Principal) or the College Board Delegate for Student Protection if the matter involves the Rector) and not proceed with this process.

2. Is your complaint about someone who may have significantly harmed a student that has not yet been reported to the College / Rector?

If **Yes** you should report the matter immediately to the College Rector (principal) or the College Board Delegate for Student Protection if the matter involves the Rector) and not proceed with this process.

3. Is your complaint about someone sexually abusing or likely to sexually abuse a student that has not yet been reported to the College / Rector?

If **Yes** you should report the matter immediately to the College Rector (principal) or the College Board Delegate for Student Protection if the matter involves the Rector) and not proceed with this process.

4. Does your complaint relate to a student protection matter (i.e. sexual or likely sexual abuse of a student, significant harm to a student or inappropriate behaviour by any person towards a student) that has already been reported to the College and which you believe has not been managed in accordance with Iona College Student Protection Processes?

If 'YES', complete the remaining questions on the:

RECORD OF COMPLAINT ABOUT NON-COMPLIANCE WITH IONA COLLEGE STUDENT PROTECTION PROCESSES FORM

<http://www.ionacollege.edu.au>

This form to assist us to manage your complaint.

If 'NO', please direct your concern to the College Rector in the first instance.