

# **Complaint Procedure**

---

## **According to the Education (Hostels) Regulation**

### **Complaints about:**

Non-compliance with these regulations or conditions of the license

### **Complaints may be from:**

Students, Parents, Staff members and Board members

### **Complaint needs to be:**

In writing or put into writing by the hostel owner or person representing the hostel owner as soon as practicable if the complaint is unable to be put into writing.

All complaints are to be addressed to the Director of Boarding in the first instance, if the complaint is in relation to the Director of Boarding, the complaint should then be addressed to the Chairperson of the St Peters College Hostel Board of Directors.

### **Procedure for resolving complaints**

#### **1) Within 5 working days:**

The Hostel owner or the person representing the hostel owner will

- Send an acknowledgement letter of receipt to the complainant. Inform the complainant of any relevant internal complaint procedures
- Send a copy of all information held by the owner that is or may be relevant to the complaint.
- Decide whether the complaint is justified in accordance with regulation 69

#### **2) Within 10 working days after acknowledgement receipt of complaint**

The hostel owner or the person representing the hostel owner will

- Decide that the complaint is or is not justified or
- Decide that additional time is needed to investigate the complaint. In this case the owner must determine how much additional time is needed and decide as soon as practicable whether the complaint is justified.

#### **3) After making a decision**

The hostel owner must inform the complainant of

- The reasons for the decision that the complaint is or not justified; and
- Any actions the owner proposes to take; and
- Any procedure the owner has in place to enable consideration of an appeal by the complainant against the owners decision on the complaint; and
- The role of any relevant external agency that may be available to assist the complainant or to investigate the complaint if it is not resolved to the complainant's satisfaction.

Date of policy reviewed:                      October 2021



Anita Williamson (Board Chair)

Date of next review:                              October 2022