



# Complaints Management Policy and Procedures

## Overview

International House (IH) acknowledges that staff, residents, contractors and members of the community have a right to provide feedback about the services or products offered by IH, as well as the behaviour of staff or residents. This policy provides a framework for handling and responding to complaints.

Related Policies:      Resident Code of Conduct  
                                 Discrimination and Harassment Policy  
                                 Privacy Policy  
                                 Social Media Policy and Procedures  
                                 Sexual Misconduct Policy and Procedures

## Definition

Complaint – means a concern or an expression of dissatisfaction made to IH (whether formally or informally) by a resident, staff member, contractor and member of the community. The expressed concern may relate to any aspect of life at IH.

Types of complaints

- disputes – matters which raise issues about IH's management or administration;
- mismanagement – covers unreasonable decisions inconsistent application of policy, denial of procedural fairness, failure to consider relevant matters, wrong advice and negligence; and
- misconduct – includes ethical and integrity issues such as bullying, harassment, discrimination, victimisation, conflict of interest, fraud, bribery, theft, misuse and damage of IH property, damage to the reputation of the college, unlawful conduct, and breaching the Resident Code of Conduct.

## Principles

IH is committed to providing an effective complaints management system and is based on the following principles:

- a) IH supports the right of staff, residents, contractors, and the community to complain about IH's services, decisions or conduct.
- b) IH staff, residents, contractors, and community members are aware of and able to access the complaints management system.
- c) IH provides simple, flexible and accessible arrangements for staff, residents, contractors, and the community to lodge complaints.
- d) IH uses a straightforward and timely complaints process, which includes reasonable timeframes for the management of complaints and regular communication with complainants about the management and progress of their complaints.
- e) Decisions about complaints will be made as soon as possible following assessment or investigation of the complaint, and the decision will be communicated to the complainant as soon as practicable.



- f) IH will handle complaints fairly and adhere to principles of procedural fairness and good governance. This includes the requirement for staff to clearly explain to the complainant the factors considered in making a decision and the reasons for the decision.

## Procedures

The complaints process outlined below will be explained to the complainant.

1. An individual is able to lodge a complaint with a member of staff (and if the complaint is against a staff member, the Director of IH).
2. An individual is able to lodge a complaint about the Director directly to the IH Board.
3. Contact details for the IH Board are available from the administration, or can be requested from the IHSC resident observers on the Board.
4. Complaints will be acknowledged and for minor expressions of dissatisfaction dealt with as soon as is practicably with the relevant staff member.
5. For matters, other than minor, complaints will be acknowledged, information gathered, an investigation conducted and an outcome/decision determined.
6. For complaints of a very serious nature an external independent investigator may be engaged.
7. The complainant and other parties will be notified of the progress of the procedure and the outcome.
8. IH will provide an avenue for review of the complaint outcome if required.
9. Information/records about any individual or matter will be kept confidential and only used or referred to where necessary to address the complaint. See IH's Privacy Policy for more detail.
10. Responding to and learning from complaints is an essential part of IH's commitment to continual quality improvement.

Template (1) Lodging a complaint.

(2) Investigating a complaint – plan, report, file note, interview.

Reviewed by NHR&G Committee July 2020

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## Template for Lodging a Complaint

used if other mechanisms (e.g. StarRez) not applicable

### LODGING A COMPLAINT

Name of Complainant \_\_\_\_\_

Contact Details e.g. address, mobile, email, room

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Complaint reported to \_\_\_\_\_

Date \_\_\_\_\_

Nature of Complaint:

Other Persons involved/witnesses

Preferred outcome (if applicable) – \*if outcome is unlikely to occur explain at the outset of this process

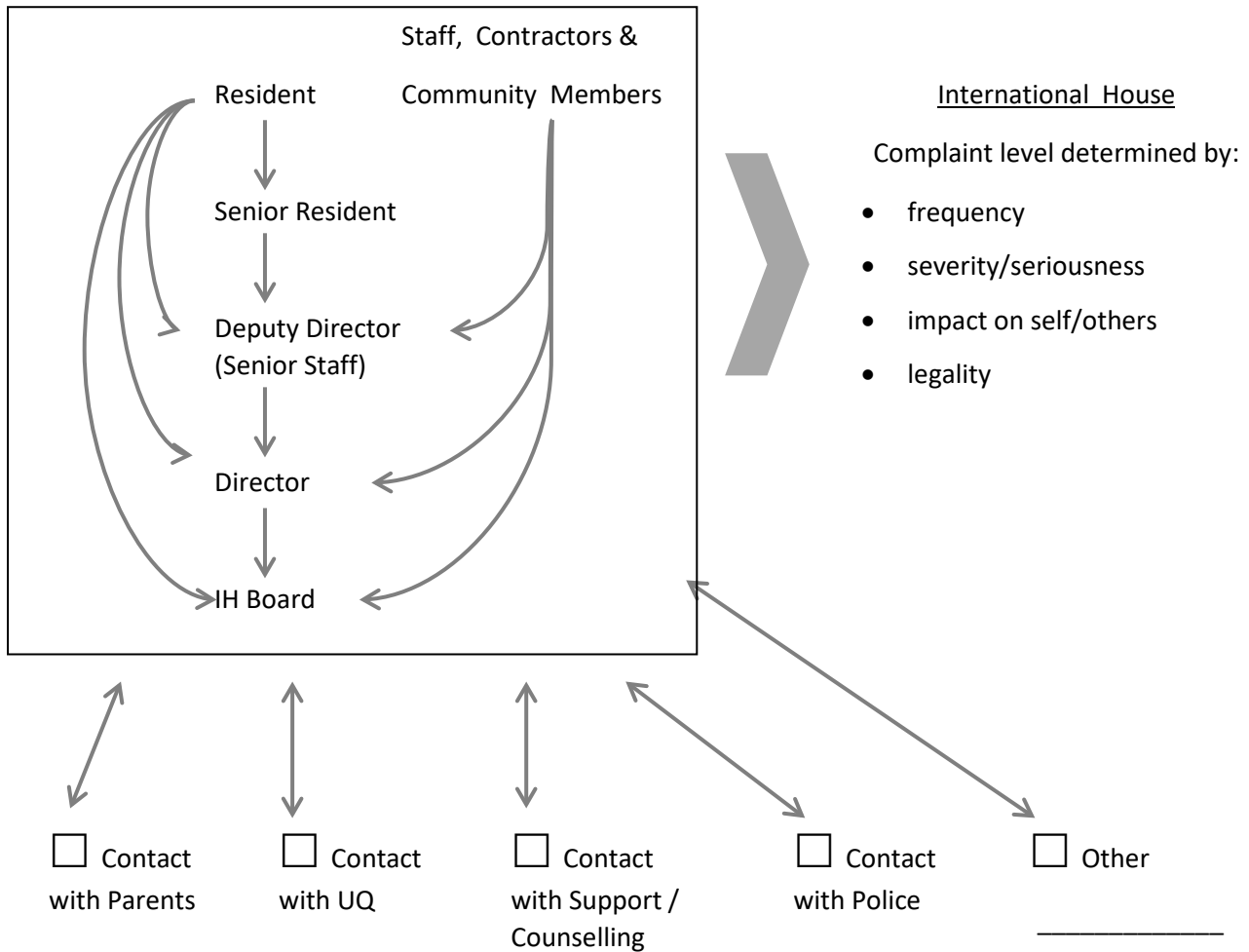
Procedure to be adopted

☐ issue able to be rectified by IH without further investigation

☐ further investigation required by \_\_\_\_\_



## COMPLAINTS PROCESS



It may be necessary for IH to make contact with some/all of the above parties, to ensure full support and assistance is given to the complainant.

IH would encourage complainants to inform us of any contact made e.g. with UQ, parents, police.