

Complaints Handling Policy



Lavalla Catholic College (the College) welcomes feedback from all members of the College community and takes all complaints or concerns that may be raised seriously. This Policy is designed to assist members of the College community to understand how to make a complaint.

What is a Complaint?

A complaint is an expression of dissatisfaction made to or about the College, related to our services or staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.

The term “complaint” is used to refer collectively to any enquiry, comment, complaint or dispute raised by a person expressing dissatisfaction as to a particular circumstance, or situation, related to the College services or operations.

A “person” includes students, parents/carers, former students, parents/carers of former students, members of the wider College community, strategic partners, regulators, and can even extend to competitors and members of the public generally. A person may be a natural person, an organisation, or a representative of an organisation.

The College Commitment to Complaints Handling

The College is committed to handling complaints effectively and efficiently.

To manage complaints effectively, the College has established a Complaints Handling Program in line with both the international complaints handling standard (ISO 10002:2014 Quality management – Customer satisfaction – Guidelines for complaints handling in organisations), and the Australia/New Zealand complaints handling standard (AS/NZ 10002:2014 Guidelines for complaint management in organisations).

The College Program includes a complaints management system which allows us to effectively capture, manage and report on complaints. Regular analysis of complaints received, and the implementation of rectification action, where deficiencies are identified, are key to our commitment to handling complaints effectively and efficiently. The College internal complaints handling process is available at no cost.

How to Lodge a Complaint

If you have been unable to resolve a matter informally with a member of staff, or simply wish to make a formal complaint, you can do so by any of the following means:

1. Sending an email to: tarrrob1@lavalla.vic.edu.au
2. Writing a letter to the College (P.O. Box 1080, Traralgon 3844) addressed to the Complaints Manager.
3. Telephoning the College (51 74 7355 or 51 74 8111) and asking to speak to our Complaints Officers or Complaints Manager.