SAINTS CATHOLIC COLLEGE
COMPLAINTS MANAGEMENT POLICY

1. PURPOSE

Saints Catholic College (SCC) is committed to providing a safe, respectful, fair and well-governed residential environment in which concerns and complaints can be raised and managed appropriately.

The purpose of this Policy is to establish an accessible, transparent, timely, fair, consistent and effective framework for receiving, assessing, investigating, responding to and resolving complaints concerning the administration, operation and activities of Saints Catholic College.

The Policy seeks to:

- provide clear and accessible avenues for making a complaint;
- ensure complaints are acknowledged, recorded, assessed and managed appropriately;
- ensure complaints are handled fairly, respectfully and, where appropriate, in a trauma-informed manner;
- protect the dignity, privacy and procedural rights of all persons involved;
- establish clear roles and responsibilities for the management and escalation of complaints;
- provide appropriate opportunities for review and resolution;
- identify and address systemic issues arising from complaints; and
- use complaint information to support accountability, risk management and continuous improvement.

This Policy is informed by and operates within the framework established by the Catholic Diocese of Townsville RCTC-P13_25 Complaints Management Policy, where that Policy is applicable to Saints Catholic College.

Where a Diocesan policy, Constitution, legal obligation or other binding governance instrument applies to a complaint, that requirement will prevail to the extent of any inconsistency.

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2. SCOPE

This Policy applies to complaints concerning Saints Catholic College and its administration, operations, services, facilities, activities, decisions, conduct or processes.

It applies to complaints made by or concerning:

- SCC Residents;
- Residential Contract Guarantors;
- Staff Members;
- College Councillors;
- Guests; and
- other persons who have a legitimate connection with, or interest in, the College or its activities.

The College may accept and manage complaints from persons outside these categories where the complaint concerns the College or its activities and it is appropriate for the College to do so.

A complaint may be managed under another applicable College or Diocesan policy or procedure where that is the more appropriate mechanism.

This Policy does not replace or limit the operation of:

- the Diocesan Whistleblower Policy;
- the Diocesan Safeguarding Children and Vulnerable Adults Policy;
- applicable employment policies and procedures;
- the Saints Catholic College Code of Conduct Policy;
- the James Cook University (JCU) Respect Program and applicable JCU policies;
- the JCU Affiliation Agreement; or
- any other applicable legal, regulatory, contractual or governance requirement.

Where a matter falls within a specialised process, the complaint will be referred or managed under that process as appropriate.

3. RELATIONSHIP WITH DIOCESAN POLICY

Policies of the RCTC that have been approved by the Bishop and delivered by the office of the Financial Administrator to the College are policies of the College for the purposes of the College Constitution.

The College acknowledges the existence of the RCTC Complaints Management Policy and this Policy is intended to operate consistently with that framework.

Where the RCTC Complaints Management Policy has been formally delivered to and applies to the College, it will be read together with this Policy.

Where there is an inconsistency between this Policy and an applicable Diocesan policy, the applicable Diocesan policy will prevail to the extent of the inconsistency.

The Head of College is responsible for ensuring that the College's complaints management arrangements remain appropriately aligned with applicable Diocesan policies and governance requirements.

4. DEFINITIONS

Complaint

A complaint is an expression of dissatisfaction concerning the College, its services, activities, administration, decisions, conduct, processes or the way in which a previous complaint or concern has been managed, where a response or resolution is expected or reasonably implied. A complaint may be made verbally or in writing.

Complainant

A complainant is a person who makes or raises a complaint with the College.

Respondent

A respondent is a person, group or organisational area whose conduct, decision, action or omission is the subject of a complaint.

Internal Complaint

An internal complaint is a complaint made by a person within the College community, or concerning an internal College matter, that can appropriately be managed through the College's internal complaints management process.

Public/External Complaint

A public or external complaint is a complaint made by a person or organisation external to the College concerning the College, its activities, services, conduct, administration or representatives.

Staff Complaint

A complaint involving an employee or employment-related matter may constitute a staff complaint. Such matters will be managed in accordance with applicable employment law, employment policies and procedures and, where appropriate, this Policy.

Procedural Fairness

Procedural fairness requires that decisions are made fairly and impartially, relevant information is considered, persons affected by a decision are given an appropriate opportunity to respond, and decision-makers do not have an actual or perceived conflict of interest.

Systemic Issue

A systemic issue is a problem or risk that extends beyond an individual complaint and indicates a recurring, organisational, procedural, governance or operational deficiency.

Unreasonable Complainant Conduct

Unreasonable complainant conduct is behaviour that, because of its nature or frequency, unreasonably consumes College resources, prevents a complaint from being managed effectively, or creates an unacceptable risk to the wellbeing or safety of staff or other persons.

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5. COMPLAINTS MANAGEMENT PRINCIPLES

Complaints will be managed in accordance with the following principles.

5.1 Accessibility

Complaints should be capable of being made through reasonable and accessible means, including:

- in person;
- by telephone;
- by email;
- in writing; or
- through another reasonable communication method approved by the College.

A person who requires assistance to make a complaint should be provided with reasonable assistance, including assistance with communication or documenting the complaint where appropriate.

A complaint will not be rejected merely because the complainant has difficulty expressing the complaint in writing.

5.2 Fairness and Impartiality

Complaints will be managed objectively and impartially.

A person must not investigate or determine a complaint where they have an actual, potential or perceived conflict of interest.

5.3 Respect and Dignity

All persons involved in the complaints process will be treated with respect and dignity.

The College will seek to communicate in plain, respectful and accessible language.

5.4 Trauma-Informed Practice

Where appropriate, complaints will be managed in a trauma-informed manner, recognising that a person's experience of distress, trauma or vulnerability may affect how they communicate or participate in the complaints process.

This does not remove the requirement for fair and appropriate assessment of the complaint.

5.5 Confidentiality and Privacy

Complaint information will be collected, used, stored and disclosed only as reasonably necessary for the management of the complaint and in accordance with applicable privacy obligations, College policies and legal requirements.

Confidentiality cannot be guaranteed where disclosure is required or authorised by law, necessary to manage a risk to safety, required for safeguarding, or otherwise necessary to properly investigate and resolve the complaint.

5.6 Timeliness

Complaints will be managed as promptly as reasonably practicable, having regard to the complexity, seriousness and circumstances of the matter.

5.7 No Detriment

A person should not experience adverse treatment merely because they have made a complaint in good faith or participated appropriately in a complaints process.

5.8 Continuous Improvement

Complaints are an important source of information about the College's performance. Complaint information will be used, where appropriate, to identify trends, risks, systemic issues and opportunities for improvement.

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6. TYPES OF COMPLAINTS

Complaints may concern, among other matters:

- College administration and decision-making;
- services or facilities;
- residential matters;
- contractual or administrative matters;
- conduct of College representatives;
- failure to follow an applicable policy or procedure;
- communication or responsiveness;
- treatment of a complainant or other person;
- decisions or actions affecting a Resident, Staff Member, Residential Contract Guarantor, Councillor or Guest; or

- the handling or outcome of a previous complaint.

A complaint may also concern the way in which a College representative has performed an administrative function in connection with another process.

7. MATTERS MANAGED UNDER OTHER PROCESSES

Certain matters may require immediate referral or management under another policy, procedure, agreement or external authority.

These may include:

- safeguarding concerns;
- allegations of child abuse or harm;
- allegations concerning vulnerable adults;
- whistleblower or protected disclosure matters;
- serious criminal conduct;
- sexual assault;
- sexual harassment;
- gender-based violence;
- employment or industrial matters;
- matters governed by the JCU Respect Program or JCU policies;
- privacy matters;
- matters requiring notification to a regulatory or law enforcement authority; or
- matters otherwise subject to a specific legal or contractual process.

The fact that a matter is referred to another process does not prevent the College from considering whether there are associated administrative or governance issues that should also be addressed.

8. HOW TO MAKE A COMPLAINT

A complainant should, where reasonably possible, provide:

- their name and contact details;
- a description of the concern or event;
- the date, location and persons involved, where known;
- relevant supporting information or documents; and
- the outcome or action they are seeking, where applicable.

Whilst the preferred receipt of a complaint is in writing, a complaint may be made verbally or in writing.

Where a complaint is made verbally, the person receiving the complaint should make a written record of the relevant details and confirm the written record and the substance

of the complaint with the complainant, with the complainant, in writing, confirming the written record is accurate.

The College will identify and publish appropriate contact details and available complaint channels for lodging complaints.

9. ASSISTANCE FOR COMPLAINANTS

The College will take reasonable steps to assist a person who requires support to make or communicate a complaint.

Depending on the circumstances, this may include:

- assistance to document a verbal complaint;
- reasonable communication assistance;
- allowing a support person to participate;
- providing information in an accessible format; or
- identifying an alternative means of communication.

A support person may assist the complainant but does not automatically become the decision-maker or complainant unless authorised by the complainant or otherwise permitted by law.

10. COMPLAINTS MANAGEMENT PROCESS

The College's complaints process generally consists of:

Lodgement → Acknowledgement → Recording → Assessment → Investigation → Response → Resolution → Closure → Review and Improvement

The process may be adapted according to the nature, seriousness and complexity of the complaint.

10.1 Initial Resolution

Where appropriate, a complainant should initially raise the concern with the person best placed to resolve it at the level where the issue arose.

A complainant is not required to approach the person who is the subject of the complaint where doing so would be inappropriate, unsafe, unreasonable or likely to compromise the complaints process.

A complaint may proceed directly to the Head of College where the circumstances warrant.

10.2 Acknowledgement

The person responsible for receiving or managing a complaint should acknowledge receipt within **two business days**, where practicable.

The acknowledgement should:

- confirm receipt;
- identify the person responsible for managing the complaint;
- provide the complainant with information about the next steps;
- identify any further information required; and
- provide an expected timeframe for the initial assessment.

10.3 Recording

Complaints must be recorded in an appropriate College complaints register or other approved record-keeping system.

Records should include, where applicable:

- date received;
- complainant;
- respondent;
- nature of complaint;
- relevant classification;
- actions taken;
- investigation details;
- communications and updates;
- outcome;
- resolution;
- escalation or referral;
- systemic issues identified; and
- closure date.

Complaint records must be managed in accordance with applicable privacy, records management and information security requirements.

10.4 Assessment and Triage

Each complaint will be assessed to determine:

- the nature and seriousness of the complaint;
- whether immediate action is required;
- whether there are safety or safeguarding concerns;
- whether the matter should be referred to another policy, authority or process;
- who should manage the complaint;
- whether an investigation is required;
- whether there is a conflict of interest;

- whether the matter may indicate a systemic issue; and
- the appropriate timeframe and communication arrangements.

The College may prioritise complaints according to their seriousness, urgency, risk and potential impact.

10.5 Investigation

Where investigation is required, the investigator will:

- act impartially;
- identify the issues to be determined;
- gather and consider relevant information;
- provide relevant persons with a reasonable opportunity to respond;
- maintain appropriate records;
- consider evidence objectively;
- identify findings based on the available information; and
- identify any appropriate corrective or remedial action.

The extent of an investigation will be proportionate to the seriousness and complexity of the complaint.

The College may engage an appropriately independent person to investigate a complaint where this is necessary or appropriate.

10.6 Communication and Updates

The complainant should be provided with reasonable updates during the complaints process, particularly where the investigation is taking longer than initially anticipated.

Updates should be communicated in plain and respectful language and should provide sufficient information to explain the status of the complaint without disclosing confidential information about other persons.

10.7 Response and Decision

At the conclusion of the assessment or investigation, the complainant will be provided with a written response where appropriate.

The response should, subject to privacy and confidentiality requirements:

- acknowledge the complaint;
- summarise the matters considered;
- explain the outcome;
- identify relevant findings or conclusions;
- identify any action taken or proposed; and
- explain any available review or escalation mechanism.

The College is not required to disclose confidential or legally protected information about another person.

10.8 Resolution and Remedies

Where a complaint is substantiated or otherwise identifies a matter requiring action, an appropriate remedy may include:

- an explanation;
- apology;
- correction of information;
- reconsideration of a decision;
- corrective action;
- changes to a process or procedure;
- additional support;
- training;
- mediation or facilitated discussion where appropriate;
- review of a relevant decision;
- disciplinary or employment action where applicable; or
- referral to another authority or process.

The remedy should be proportionate to the circumstances and within the authority of the person or body making the decision.

10.9 Closure

A complaint may be closed when:

- the matter has been appropriately investigated;
- a response has been provided;
- reasonable actions have been completed or identified;
- the complainant has been advised of the outcome; and
- no further action is reasonably required.

Closure of a complaint does not prevent the College from separately addressing a systemic issue identified through the complaint.

11. INTERNAL COMPLAINTS

Internal complaints should generally be managed at the lowest appropriate level capable of resolving the matter.

Where the complaint cannot be resolved, is serious, concerns a senior College officer, or otherwise warrants escalation, it should be referred to the next appropriate level.

Where a complaint seeks reconsideration of an administrative decision or action taken by the Head of College, the matter may be referred to the Head of College for

reconsideration where appropriate. A complaint concerning the conduct of the Head of College, or where independent review is otherwise required, must be referred to the Bishop or the Bishop's delegate.

Where a complaint concerns the Head of College, the complaint must be referred to the Bishop or the Bishop's delegate for determination of the appropriate process. The Council Chairperson may be informed or requested by the Bishop to provide advice or assistance where appropriate.

Where a complaint concerns the Council Chairperson or a Council member, the matter must be referred to the Bishop or the Bishop's delegate and managed in accordance with the College Constitution and applicable Diocesan governance arrangements.

Employment-related complaints involving Staff Members will be managed having regard to applicable employment law, the Fair Work Act 2009 (Cth), employment contracts and relevant College or Diocesan employment policies and procedures.

12. PUBLIC AND EXTERNAL COMPLAINTS

Public or external complaints will be assessed by the College to determine:

- whether the complaint concerns the College;
- whether the College has jurisdiction or responsibility to address the matter;
- whether another organisation or authority is better placed to manage the complaint;
- whether the matter should be referred elsewhere; and
- whether the complaint indicates a broader issue affecting the College.

Where the College accepts an external complaint, it should be managed in accordance with the principles and process established by this Policy.

13. ESCALATION TO THE HEAD OF COLLEGE

The Head of College is responsible for overseeing complaints that:

- have not been satisfactorily resolved at an earlier level;
- are serious or sensitive;
- involve significant College risk;
- concern senior College personnel;
- involves a request for reconsideration of an administrative decision or action of the Head of College, where it is appropriate for the Head of College to reconsider the matter;
- may have systemic implications; or
- otherwise warrant consideration at the College leadership level.

The Head of College may:

- determine that no further investigation is required;
- request further information;
- commission an investigation;
- appoint an independent investigator;
- refer the matter to another authority or process;
- require corrective or remedial action; or
- refer or escalate the matter to the Bishop, the Bishop's delegate, the Financial Administrator, an appropriate Diocesan officer, external authority or other appropriate person or process, having regard to the nature of the complaint.

The Head of College may seek advice from the Council Chairperson or College Council where a complaint raises a significant governance, policy, systemic or strategic issue, provided confidentiality, procedural fairness and the advisory role of Council are maintained.

Where no further investigation is considered necessary, the complainant should be provided with an explanation of the decision, subject to confidentiality and legal requirements.

14. GOVERNANCE-LEVEL COMPLAINTS

Where a complaint requires governance-level referral, including where it:

- concerns the Head of College;
- concerns the Council Chairperson or a Council member;
- presents significant legal, safeguarding, compliance, financial or reputational risk to the College or Diocese;
- raises a significant systemic or governance issue; or
- cannot appropriately be determined within the College's management structure,

It must be referred to the Bishop or the Bishop's delegate for determination of the appropriate complaint management, investigation, review or referral process.

The Bishop or the Bishop's delegate may seek advice or assistance from the Council Chairperson, the College Council, the Financial Administrator, an appropriate Diocesan officer, an independent investigator or another appropriate person or authority.

Consistent with the College Constitution, the College Council acts in an advisory capacity and does not ordinarily investigate, determine or adjudicate individual complaints.

The Council may receive appropriately de-identified information concerning complaint trends, systemic issues and significant governance risks for the purposes of monitoring, evaluation and providing advice in accordance with the Constitution.

Where a complaint creates an actual, potential or perceived conflict of interest for the Council Chairperson or a Council member, that person must not participate in consideration of the matter.

15. TIMEFRAMES

The College will seek to manage complaints within the following indicative timeframes:

Stage	Target timeframe
Acknowledgement	Within 2 business days
Initial assessment	Within 5 business days
Progress update for ongoing matters	At least every 10 business days, where practicable
Substantive response	Within 20 business days where practicable
Escalated/complex complaints	As reasonably required according to complexity

These timeframes are targets rather than absolute limits.

Where a complaint cannot reasonably be resolved within the expected timeframe, the complainant should be advised of the reason for the delay and provided with a revised expected timeframe.

Serious, urgent or high-risk matters may require immediate action outside these standard timeframes.

16. UNREASONABLE COMPLAINANT CONDUCT

The College recognises a person's right to raise and pursue a legitimate complaint.

Unreasonable conduct may include:

- threatening, abusive or intimidating behaviour;
- repeated contact that is disproportionate or unreasonable;
- unreasonable demands for immediate action;
- persistent pursuit of matters that have been appropriately considered and determined;
- refusal to comply with reasonable communication arrangements; or
- conduct that creates an unacceptable risk to the safety or wellbeing of staff or other persons.

Where unreasonable conduct occurs, the College may establish reasonable communication arrangements, including:

- limiting communication to a nominated College officer;

- establishing reasonable communication times or methods;
- requiring communications to be in writing;
- limiting the frequency of communications; or
- ceasing further consideration of a matter where it has been fully and appropriately addressed.

Any restriction must be proportionate and must not prevent legitimate concerns from being considered.

17. PRIVACY AND DISCLOSURE

The College will manage complaint information in accordance with applicable privacy laws, Diocesan requirements and College policies.

Information collected during a complaint will be limited, where reasonably practicable, to information necessary to assess, investigate, resolve, monitor or report on the complaint.

Complaint information will only be disclosed to persons who require the information for a legitimate purpose, including the management or investigation of the complaint, or where disclosure is required or authorised by law.

The College will take reasonable steps to protect complaint records against unauthorised access, use, disclosure, alteration or loss.

Where a complainant requests access to personal information held by the College, the request will be managed in accordance with applicable privacy and information access requirements.

18. REFERRAL TO EXTERNAL AUTHORITIES

The College may, or where legally required will, refer a complaint or associated matter to an external authority or organisation.

Referral may be appropriate where:

- the matter involves an alleged criminal offence;
- there is a safeguarding concern;
- mandatory reporting obligations arise;
- the matter falls within the jurisdiction of another authority;
- an external investigation is required or appropriate;
- there is a significant risk to a person's safety or wellbeing;
- the matter concerns a statutory or regulatory obligation; or
- the College is otherwise required or authorised to make a referral.

Where a matter is referred externally, the College will advise the complainant of the referral where it is lawful and appropriate to do so.

19. SYSTEMIC ISSUES AND CONTINUOUS IMPROVEMENT

The College will use complaints information to identify and address systemic issues.

A systemic issue may be identified where:

- similar complaints are repeatedly received;
- complaints identify recurring process failures;
- multiple persons experience a similar problem;
- a complaint identifies a significant governance, safety or operational risk;
- a complaint reveals a gap between policy and actual practice; or
- complaint data indicates a concerning trend.

Identified systemic issues should be:

- recorded;
- assessed for risk and significance;
- assigned to an appropriate responsible person;
- addressed through corrective or preventative action; and
- reported to the appropriate governance body where warranted.

20. REPORTING AND PERFORMANCE MONITORING

The College will maintain appropriate records and may monitor:

- number and type of complaints;
- complaint sources;
- acknowledgement and resolution timeframes;
- outstanding complaints;
- escalated complaints;
- complaint outcomes;
- recurring complaints;
- systemic issues;
- referrals to external authorities;
- complainant feedback; and
- corrective or preventative actions.

Reports provided to the College Council or other governance bodies should be appropriately de-identified and protect personal and confidential information.

Complaint trends and significant systemic issues should inform governance, risk management, operational planning and policy review.

Reporting to the College Council is for the purposes of governance monitoring, evaluation, policy review, risk oversight and advice. Except where specifically authorised by the Bishop or required by an applicable Diocesan policy, the Council does not determine individual complaints or exercise operational complaint-management functions.

21. ROLES AND RESPONSIBILITIES

Head of College

The Head of College is responsible for:

- overseeing the College complaints management framework;
- ensuring complaints are appropriately assessed and managed;
- ensuring serious or systemic complaints are appropriately escalated;
- ensuring appropriate records are maintained;
- monitoring complaint trends;
- reporting significant issues to the appropriate governance body;
- ensuring appropriate corrective actions are implemented; and
- reviewing the effectiveness of this Policy.
- report all instances of serious non-compliance arising from or identified through a complaint to the Bishop in accordance with applicable Diocesan requirements; and
- advise the Bishop of any complaint that may negatively impact the Diocese, its image or reputation.

Staff Members and College Representatives

Staff Members and College representatives who receive a complaint are responsible for:

- treating the complainant respectfully;
- recording or referring the complaint appropriately;
- maintaining confidentiality;
- identifying urgent or high-risk matters;
- avoiding conflicts of interest; and
- cooperating with authorised investigations.

Council Chairperson

Consistent with the advisory role of the College Council under the College Constitution, the Council Chairperson:

- may receive notification of significant complaint matters where appropriate;
- may provide advice to the Head of College or Bishop concerning significant governance or systemic matters;

- must refer complaints concerning the Head of College to the Bishop or the Bishop's delegate;
- may assist with a complaint, review or investigation where requested or authorised by the Bishop; and
- must ensure that any Council consideration of complaint information remains within the advisory functions of the Council established by the College Constitution.

Complainants

Complainants are expected to:

- provide information that is reasonably accurate and relevant;
- participate reasonably in the complaints process;
- communicate respectfully; and
- cooperate with reasonable requests for information.

22. RECORD KEEPING

All complaints and relevant actions must be documented appropriately.

Records must be retained, accessed, secured and disposed of in accordance with applicable legal, Diocesan and College record-keeping requirements.

Complaint records should be sufficiently detailed to demonstrate:

- what was complained about;
- how the complaint was assessed;
- what action was taken;
- how the matter was resolved;
- who made relevant decisions; and
- whether any systemic issue was identified.

23. REVIEW OF COMPLAINTS DECISIONS

Where appropriate, a complainant may request a review of the handling or outcome of a complaint where they believe:

- the process was not followed;
- relevant information was not considered;
- there was a conflict of interest;
- the decision was affected by a material error; or
- significant new information has become available.

A review should, where practicable, be undertaken by a person who was not responsible for the original decision.

Where no internal review is reasonably available, the complainant may be advised of any appropriate external avenue of review or complaint.

24. COMMUNICATION STANDARDS

All communications concerning complaints should:

- use plain and understandable language;
- be respectful and professional;
- avoid unnecessary technical terminology;
- acknowledge the concerns raised;
- clearly explain decisions and next steps;
- be sensitive to trauma and vulnerability; and
- avoid unnecessary disclosure of personal or confidential information.

25. COMPLIANCE, MONITORING AND REVIEW

The Policy Owner is responsible for reviewing this Policy to ensure that it remains:

- consistent with the College Constitution;
- aligned with applicable Diocesan policies;
- consistent with applicable legislation and regulatory requirements;
- informed by relevant complaints management principles and standards;
- effective in practice; and
- responsive to identified complaint trends and systemic issues.

The Policy should be formally reviewed at least every three years, or earlier where:

- legislation or regulatory requirements change;
- a relevant Diocesan policy changes;
- significant systemic issues are identified;
- complaint trends indicate a need for change;
- a significant complaint identifies a policy deficiency; or
- governance arrangements change.

The review should consider:

- complaint data and trends;
- complainant feedback;
- staff feedback;
- compliance audits;
- identified systemic issues;

- effectiveness of resolution mechanisms; and
- whether the Policy remains accessible and fit for purpose.
- As part of the formal review process, the College Council will review and endorse the Policy for recommendation in accordance with applicable Diocesan requirements and the Council's advisory role under the College Constitution.

26. RELATED POLICIES AND DOCUMENTS

- Catholic Diocese of Townsville RCTC-P13_25 Complaints Management Policy
- Diocesan Whistleblower Policy
- Diocesan Safeguarding Children and Vulnerable Adults Policy
- Saints Catholic College Code of Conduct Policy
- Applicable Saints Catholic College employment policies and procedures
- JCU Affiliation Agreement
- JCU Respect Program and applicable JCU policies
- Applicable College Privacy Policy
- College Constitution
- AS 10002:2022 – Guidelines for complaint management in organizations

27. POLICY ADMINISTRATION

Policy Owner: Head of College

Policy Consultation: Key Stakeholders

Policy Review & Endorsement: College Council

Authorised By: T Coulter

Position: CEO/Head of College.

Signature:

Date: 29/10/26

Effective Date: New Date Here
Next Scheduled Review: October 2029
Version: 2.1

VERSION HISTORY

Version	Date	Enacted Date	Comments
1.0	May 2026	May 2026	Initial policy
2.0	August 2026	August 2026	Comprehensive review and revision
2.1	October 2026	Draft	Constitutional and Diocesan governance alignment review