



Complaints Management Procedure Use of College Facilities

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1. Purpose

- 1.1. The purpose of this procedure is to provide members of the public who reside near the College a process to raise a complaint in relation to the use of College grounds
- 1.2. The College seeks a cordial relationship with neighbours to ensure the proper amenity of residences/College facilities.

2. Scope

- 2.1. Siena Catholic College operates under the auspice of Brisbane Catholic Education which is an agent of the Trustees of the Roman Catholic Diocese of Brisbane that administers Siena Catholic College.
- 2.2. This procedure applies to Siena Catholic College and those residents who live in proximity to the College.

3. Complaints Covered by this Procedure

- 3.1 This procedure relates to complaints which arise from the College's use of its educational facilities located on or nearby the property boundary. Complaints must relate to activities undertaken in these facilities.

4. Excluded Complaints

- 4.1. This procedure does not apply to the lawful use of College property for its designated purposes as detailed in the relevant Council by-laws, legislation and other instruments which define conditions of use.

5. Complaints Management Process

- (i) A resident has a concern/complaint about the use of a College facility which satisfies the following conditions:
 - (a) The use of the College facilities by staff/students and/or other authorised persons; AND
 - (b) Impact on a resident's amenity of their property.
- (ii) The resident raises the complaint to one or more of the following contacts:
 - (a) ssippydowns@bne.catholic.edu.au
 - (b) 60 Sippy Downs Drive, Sippy Downs, Qld, 4556
 - (c) By phone: 07 5476 6100 during office hours (Mon-Fri: 8am-4pm).
- (iii) The College Principal or delegate will acknowledge the complaint in writing and undertake to investigate the complaint.
- (iv) The College or delegate will assess the complaint to determine if the use is in accordance with the conditions of lawful use.
- (v) The College Principal or delegate will communicate the findings of the investigation, including any remedies or redress, as required.

6. Review Process

- 6.1. In instances where a complainant is not satisfied with the process or outcome, the complainant can:
 - 6.1.1. Request a review of the complaint by the College;
 - 6.1.2. Refer the matter to Brisbane Catholic Education by phoning 07 3033 7000.
 - 6.1.3. Refer the matter to the relevant external authority.

7. Review of Procedure

- 7.1. The College may review this procedure from time to time as the College considers necessary.
- 7.2. This procedure will be periodically reviewed to ensure it continues to be fit for purpose and meet the needs of relevant parties.