

Volunteer Complaints

EdConnect Australia is committed to providing a safe, supportive and productive environment for volunteers. Volunteers will always have the right to have their complaints addressed. We have a process in place to ensure that complaints are handled fairly, efficiently and effectively.



It's important to note - EdConnect Australia has no jurisdiction over a school or the staff who work at the school, and the school is free to determine at any time if a volunteer is a good fit for their learning environment, staff and students.

Relevant Definition Complaint:

An expression of dissatisfaction made to or about EdConnect, its services, staff or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required.

Your Rights to Raise a Complaint



You can raise a complaint about EdConnect's service, systems, practices, procedures or complaint handling processes.



It may be related to unfair treatment, discrimination, harassment, vilification, bullying and other such issues.



Your complaint will be dealt with confidentially, fairly, effectively and within an appropriate timeframe.



You will receive appropriate support and information.



You will be informed of the outcome.

Your Responsibilities

Attempt to resolve the issue prior to lodging a formal complaint.

Maintain a desire to resolve the complaint cooperatively and in good faith.

Refrain from victimising or harassing other parties involved in the complaint.



Management of your Complaint

Your complaint will be managed by a member of the EdConnect management team who will work in consultation with any other relevant staff members.

They won't be a staff member who is involved in the complaint.

Response to Complaints in 5 steps

(This is a guide only, some circumstances may not involve all steps)

1. RECEIVED

Where possible, complaints will be resolved at first contact with EdConnect Australia.

If not, we ask you to formalise your complaint in writing. Remember to include information on what avenues have been explored to resolve the matter, what action you are requesting and what expectations you have for the outcome of the complaint.



2. ACKNOWLEDGED



The complaint will be acknowledged within ten working days. EdConnect will respond immediately if a matter concerns an immediate risk to safety or security and will escalate the matter appropriately.

You will be provided with information about the complaint process including:

1. a copy of the Volunteer Complaint Policy and Procedure
2. the expected timeframes
3. the progress of the complaint or reasons for any delay
4. your likely involvement in the process
5. the possible or likely outcome of your complaint



3. INVESTIGATED

As a general rule, complaints will be handled and resolved as quickly as possible and ideally within eight weeks.

You'll be advised if EdConnect Australia is unable to meet the timeframes for responding to your complaint and the reason for the delay.

Why can it take eight weeks?



EdConnect may need to gather further information



Determine whether the complaint falls within EdConnect's jurisdiction



Evaluate any relevant documentation or information



Interview parties involved

4. AN OUTCOME IS REACHED

Possible Outcomes



An apology



Requirement for further training or development



Resolution through mediation



Counselling with a trained counsellor



Period of monitoring



Some outcomes may remain confidential to EdConnect Australia

5. COMPLAINT CLOSED

EdConnect Australia will:

- Keep accurate notes of meetings.
- Keep a record of the outcome/s of the complaint.
- Ensure any outstanding actions are resolved.
- Share with Education peak bodies

