

Complaints Handling Policy

March 2025



Acknowledgement

PareUp acknowledges Australia's Aboriginal communities and their rich culture and pays respect to their Elders past and present.

We acknowledge Aboriginal people as Australia's first peoples and as the Traditional Owners and custodians of the land and water on which we rely.

We recognise and value the ongoing contribution of Aboriginal people and communities to Victorian life and how this enriches us.

We embrace the spirit of reconciliation, working towards the equality of outcomes and ensuring an equal voice.

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Document Review

Document Version	Reviewer		Effective Date	Signature
	Name	Position		
1.1	Sherice Marks	Owner and CEO	15/03/2025	<i>Sherice Marks</i>

1 Purpose

The purpose of this Complaints Handling Policy is to ensure that all complaints received by PareUp are managed in a consistent, fair, and timely manner. Our goal is to provide an accessible and transparent process for resolving complaints to improve our services and support the needs of our students, parents, staff and other stakeholders.

2 Scope

This policy applies to all complaints received by PareUp from students, parents, staff, or other stakeholders regarding our services, programs, policies, or practices.

3 Definitions

Child/Children

A person who is under the age of 18 years.

Clients

Any person or organisation who engages or makes use of the services of PareUp.

Complaint

An expression of dissatisfaction communicated to or about PareUp, about our products, services, staff, or the management of a complaint, where a response or resolution is either explicitly or implicitly anticipated.

Complaint Management System

The framework that includes all policies, procedures, practices, personnel, hardware, and software utilised by PareUp to manage complaints effectively.

Complainant

The person or entity making the complaint.

Executive Management

The most senior level of PareUp management.

Families

Refers to parents, guardians, stepparents, grandparents, extended family, carers, and any others involved with PareUp students.

PareUp

Refers to PareUp PTY LTD.

Resolution

The outcome or response provided to address the complaint.

Staff

Anyone who undertakes work for PareUp, including executive management, contractors and consultants.

Student

The PareUp clients we work with directly.

We

Refers to the PareUp company.

4 Principles

Accessibility

Ensure that the complaints process is easy to access and understand.

Fairness

Handle complaints in an unbiased, equitable manner.

Confidentiality

Maintain confidentiality of all complaints and respect the privacy of complainants.

Transparency

Communicate the process and progress of complaint resolution.

Accountability

Take responsibility for the resolution of complaints and use feedback to improve services.

5 Process for Handling Complaints

5.1 Receive the Complaint

- Complaints must be received in writing or via email.
- If a verbal complaint is made, the staff member receiving the complaint must produce a written record of the complaint.

5.2 Refer the Complaint

- Complaints are to be referred to the person who manages the area of the business about which the complaint relates.
- If the complaint is about an individual, the complaint is to be referred to the direct manager.

5.3 Acknowledge the Complaint

- The complaint will be acknowledged within 2 business days of receipt.
- The complainant will be informed of the next steps and the expected time frame for resolution.

5.4 Investigate the Complaint

- The staff member to whom the complaint is referred will investigate the complaint impartially and thoroughly.
- If the responsible staff member feels unable to investigate impartially they must refer the complaint to their manager.
- Investigation may involve gathering additional information, interviewing relevant parties, and reviewing documentation.
- Investigation must focus on finding a resolution to the complaint as well as determining the root cause and the best means of preventing the situation from recurring.

5.5 Resolve the Complaint

- Feedback is to be provided to the complainant within 10 business days of acknowledging the complaint.
- The complainant will be informed in writing of the outcome, including any actions taken and proposed solutions.

5.6 Escalation

- If the complainant is not satisfied with the resolution, they may request an escalation to a higher authority within PareUp.
- The relevant contact details will be provided to the complainant, in writing.

5.7 Record-Keeping

- All complaints will be documented and saved in the complaints folder, including details of the complaint, investigation, and resolution.

5.8 Reports and Continuous Improvement

- Complaints investigators must provide feedback to affected teams and individuals as well as their manager.
- Feedback from complaints will be used to enhance our services and prevent future issues.

5.9 Communication and Training

- This policy will be communicated to all staff, students, and stakeholders.
- Training on complaints handling will be provided to staff to ensure they are equipped to manage complaints effectively.

6 Review

PareUp will review the Complaints Handling Policy:

- at least every two years
- following any issues or events that give rise to a need for review.

Reviews will:

- be undertaken by the Executive Management
- be reported to the people involved
- inform our approach to continuous improvement of practices.

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