

Centrepay complaints procedure

Purpose

This procedure outlines how Centrepay customers can make a complaint and how this complaint will be managed by Toowoomba Catholic Schools (TCS), guided by the principles of fairness, dignity, respect, confidentiality and equity.

Please note: This procedure is only for Centrepay complaints. All other complaints should be made following the school's complaints management procedure available on the school's website.

To whom it applies

This procedure applies to parents/legal guardians and community members who wish to raise a complaint regarding a process or action involving their Centrepay payments towards school fees. It is also to be followed by all Toowoomba Catholic schools and the Toowoomba Catholic Schools Office.

Procedure

1. How to make a Centrepay complaint

- a. In the first instance, communication/notification of a Centrepay complaint is to be with the relevant school. A list of Toowoomba Catholic schools with contact details are available on the TCS website www.twb.catholic.edu.au.
- b. When you make a complaint, the following details will help the school investigate the complaint.
 - i. the date or dates when the issue happened
 - ii. your name and contact details
 - iii. any supporting documents or information eg your account or reference number
 - iv. details of the issue or concern, including amounts, location, staff you spoke to or when you contacted for help
- c. You may choose to have an authorised third-party make a complaint on your behalf. This could include a financial counsellor, community lawyer or a trusted friend or family member. The school will accept established third party authority forms in these instances. In the absence of a form, the school may seek confirmation from you that the person is authorised to act on your behalf.

2. How the school will manage a Centrepay complaint

- a. The school will
 - i. address the complaint in accordance with the school's Resolution of complaints procedure
 - ii. respond in writing or verbally, if a written response isn't possible
 - iii. aim to resolve the complaint within twenty (20) business days
 - iv. review the complaint fairly and impartially, without discrimination or detriment
 - v. handle all complaints confidentially, and in accordance with privacy obligations
 - vi. escalate serious or complex complaints to the Professional Standards team.
- b. The school will keep the complainant informed of progress as it is investigated. All correspondence will be documented.
- c. In the event that a complaint remains unresolved after being addressed at the school level, the matter can be referred to the Toowoomba Catholic Schools Office under the TCS [Resolution of complaints procedure – students, parents/legal guardians and community members](#).

3. How TCS will manage an unresolved Centrepay complaint

- a. When a Centrepay complaint is serious, repeated or remains unresolved after being addressed under TCS procedures, TCS will refer the complaint in writing to Services Australia within five (5) business days.
- b. TCS may also refer the matter to a relevant ombudsman or consumer protection agency, where required.
- c. Parents/legal guardians can contact Services Australia, the relevant ombudsman or consumer protection agency to which the matter is referred at any time about the outcome.

4. Record keeping

- a. TCS maintains complaint records relating to Centrepay securely for a minimum of seven (7) years in accordance with privacy and record retention requirements. Information retained may include, but not limited to
 - i. details of complainant
 - ii. details of the complaint
 - iii. actions taken
 - iv. the outcome of the complaint
 - v. any referral or reports to relevant regulatory authorities, including information about dispute resolution schemes.

Authority

This Centrepay complaints procedure is the responsibility of the Director: Finance, Infrastructure and Information Services (FIIS). Any changes to this procedure can only be made with the approval of the Director: FIIS or the Executive Director: Catholic Schools.

Version control and change history

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20/07/2026

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20/07/2029