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.

Accessing this procedure

Our Centrepay complaints procedure can be accessed

a. on our website www.twb.catholic.edu.au
b. on display in our schools/colleges
c. when you sign any forms with us to use Centrepay.

We will also provide a copy of our procedure within 5 business days upon request.

Procedure

1. **How to make a Centrepay complaint**
   a. You can make a Centrepay complaint by contacting the relevant school using any of the following contact methods. Contact details are available on each school's website and via www.twb.catholic.edu.au/our-schools/.
      i. phone
      ii. email
      iii. in person
      iv. in writing
   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 complaints management procedure
      ii. respond in writing or verbally, if a written response is not 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. If 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 these services at any time about the outcome.
   i. Services Australia can be contacted using any of the following.
      - call the feedback and complaints service on 1800 132 468
      - online via the Services Australia website or by using your Centrelink online account
      - in writing to the following address
        Centrelink and Medicare, Services Australia Complaints and Feedback
        Reply Paid 7800
        Canberra BC ACT 2610
      - in person at a Centrelink service centre
   ii. The Commonwealth Ombudsman can be contacted using any of the following.
      - call 1300 362 072
      - online via the Commonwealth Ombudsman website
      - in writing to the following address
        Commonwealth Ombudsman
        GPO Box 442
        Canberra ACT 2601
      - in person at a Commonwealth Ombudsman office
        Level 22, 215 Adelaide Street, Brisbane QLD 4000

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. Any changes to this procedure can only be made with the approval of the Director: Finance, Infrastructure and Information Services or the Executive Director: Catholic Schools.

Version control and change history

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