



**St Marks**

National Theological Centre

## St Mark's National Theological Centre Nationally Recognised Training



### Policy InfoSheet

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## St Mark's Complaints Policy

St Mark's National Theological Centre:

- Is committed to ethical and responsible management and welcomes the information and feedback from students.
- Recognises the value in complaints and will accept any complaint openly and treat the complaint as an opportunity to review and evaluate services.
- Will ensure that confidentiality is maintained in the Complaints process.
- Will ensure a prompt response to all complaints.
- The complaint will not be discussed with or beyond the parties to the complaint and those involved in dealing with the complaint. In some cases resolution of the complaint may involve appropriate bodies or professionals external to St Mark's. In such cases the contact details will be recorded along with the reasons for the involvement of the external person or agency, on the Complaint Form.
- Resolution of the complaint shall take into account the preferred process of resolution of the person(s) who made the complaint.
- There may be instances where a complaint is of such a serious nature that formal action is required that is beyond the wishes of the complainant, such as when a person raises issues of unlawful behaviour or corruption or when St Mark's Duty of Care to staff or students may be compromised if no further action is taken. In such circumstances St Mark's must and will take and/or initiate the necessary formal action.