



## Centrepay Complaints Management Procedure

### Purpose

This procedure sets out how Southport State High School manages complaints relating to Centrepay deductions in a fair, accessible, timely and transparent manner.

It supports compliance with:

- Centrepay Terms of Use and Policy for Businesses (effective 3 November 2025)
- Strengthened Centrepay complaint handling and compliance requirements
- Queensland Department of Education complaints management principles

### Scope

This procedure applies to Centrepay-related complaints associated with school-approved expenses, including but limited to:

- Student Resource Scheme and approved programs or activities
- Incorrect deductions, overpayments, or failure to cease deductions
- Issues with Centrepay authorisation, amounts, target amounts or end dates
- Complaints may be made by parents/carers, students (where appropriate), or authorised representatives.

### Complaints Process

#### Making a Complaint

To lodge a complaint, please send an email the School Business Manager at: [BSM@southportshs.eq.edu.au](mailto:BSM@southportshs.eq.edu.au)

#### Receipt and Acknowledgement

- All complaints are recorded in the school complaints register.
- Complaints are acknowledged within 2 business days.
- Complainants are advised of expected timeframes and escalation options.
- Assessment and Investigation

#### The Business Manager, Finance Manager (or delegate) reviews:

- The Centrepay Deduction Authority
- Deduction amounts, frequency, and end date or target amount
- Transaction history and allocation of funds
- Compliance with approved Centrepay services

#### Resolution

Where practicable, complaints are resolved within 20 business days. If an error is identified, the school will correct the deduction, process refunds where required, amend or stop future deductions, and implement controls to prevent recurrence.

#### Outcome and Escalation

Complainants are informed of the outcome and reasons in writing (or verbally where necessary), and advised of escalation options, including departmental complaints pathways or Services Australia – Centrepay Complaints.

### Records and Review

All Centrepay complaints and outcomes are retained for a minimum of 7 years. Complaint trends are reviewed periodically to identify systemic issues. This procedure is reviewed when Centrepay or departmental requirements change.

### Links to Related Documents

- [Centrepay Terms of Use & Policy for Businesses \(Services Australia\)](#)
- [Department of Education – Complaints and Grievances Management Policy \(PPR\)](#)