

# COMPLAINTS & GRIEVANCE RESOLUTION

## Our Lady of the Southern Cross Catholic Primary School Policy

### **Rationale:**

- Our school has both a desire and a responsibility to ensure that high standards of conduct are maintained by staff and students at all times, and that complaints are managed and resolved fairly, efficiently, promptly and in accordance with relative legislation.
- A timely and professional response to complaints is an effective means of encouraging communication, building trust and resolving issues for the betterment of all concerned.

### **Aims:**

- To provide a harmonious, positive and productive school environment.
- To resolve complaints fairly, efficiently, promptly and in accordance with relative legislation.

### **Implementation:**

- Our school seeks to provide a positive, harmonious and productive environment.
- Relationships with all are important to us. We take complaints seriously.
- When making a complaint complainants should ascertain the facts as best they can and contact the school at their earliest convenience
- Complaints should be made to the school via telephone or in person
- When making a complaint in person you are advised that it is unlikely that staff will be immediately available to investigate the complaint. However, details regarding the complaint can be taken by the office staff. Alternatively office staff can make an appointment to meet with an appropriate person to discuss their concern.
- The school will record the details of all complaints including the name and contact details of the persons making the complaints. The school will then refer the complaint to the most appropriate person to investigate. There will be many occasions that this will be someone other than the principal
- The principal will determine whether or not an anonymous complaint will be investigated
- If the scope of the investigation is beyond the capacity or jurisdiction of the school the matter will be referred to the appropriate authority and the parent will be informed of the referral
- Complaints with staff may be accompanied by an advocate if they wish
- Any investigation conducted by the school will be done so in a timely, efficient and confidential manner ensuring the fair principles on natural justice are applied for all
- All will be provided with an anticipated time-frame for a resolution
- The investigating staff member will record the details of the investigation
- Following the investigation the investigating staff member will communicate with the family to provide their findings and an appropriate course of action if any
- The school, the parent or other involved parties may seek to involve a mediator to try to resolve any unresolved complaint
- Parties dissatisfied with the process can appeal to the previously mentioned external agencies.
- All matters must be treated with utmost confidentiality, and professional respect at all times.

All records of parent complaints, subsequent investigations and outcomes will be stored in the office files  
All staff will be made aware of our school's complaints handling procedures and will be supported with training on how to minimize, respond to, and manage parent complaints

This policy was reviewed in....

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