



St Mary's Complaints Policy





COMPLAINTS POLICY

PURPOSE

This policy establishes procedures to provide a fair and accessible process for the resolution of complaints from parents/carers, students and members of the community.

POLICY

St Mary's School values feedback from those who come into contact with the School in order to address issues of concern and/or improve services provided. Complaints about school operations, staff or services will be handled confidentially, openly, fairly, respectfully and in a timely manner. The procedures outlined must be followed to ensure resolution in accordance with principles of natural justice and carried out in such a way that all involved are protected from discrimination or retribution.

DEFINITIONS

Complainant: A student, parent or community member making a complaint.

Complaint: Expression of dissatisfaction with a service provided, decision made or the performance of staff.

PROCEDURES

1. In the first instance, people with complaints should be advised to make contact by email or by phone with the relevant staff member to enable clarification of the situation. An interview may be arranged.
2. If the issue can be resolved the staff member should make a file note detailing the date, incident/issue and action to be taken to remedy the situation. The note should be placed in the appropriate file.
3. If the response by the staff member is unsatisfactory or there is a difficulty in communicating with the staff member then the complaint should be directed to a member of the school Executive Team.
4. If the issue can be resolved the relevant Executive Team member should make a file note detailing the date, incident/issue and action to be taken to remedy the situation. The note should be placed in the appropriate file. Feedback should be provided to the staff member with whom the complaint is concerned/or who provides the service.
5. If the situation remains unresolved complainants are requested to detail their concerns in writing.
6. (See Complaint Intake Form) These complaints will be passed onto the Principal who will assist with the resolution.
7. If, notwithstanding the taking of the steps referred to in 1 to 3, the complaint has not been resolved within a reasonable timeframe, then the Principal or the complainant may refer the matter to the CE for advice.





8. If at any stage during the above resolution process, the complainant becomes agitated, angry or abusive, the person dealing with the complainant maintains the right to indicate the interview/meeting is terminated and request the complainant to leave. The situation will then be referred to Principal/CE for advice.

REFERENCES

Child Protection, Responding to Complaints Allegations, Handbook August 2007

Forms

St Mary's School Complaint Notification Form

CEO Complaint Lodgement Form

RELATED POLICIES

St Mary's School Communication Policy

CE Parent Charter

Safe School

Mandatory Reporting

Sexual Harassment

Complaints (CEO)

Child Protection (NSW): Responding to Complaints Against Employers (CEO)

Issuing Group: St Mary's School Executive

Implementation Date: 2017

Revision Date: 2020

Contact Officer: Principal





Please provide details of the staff member/faculty/or service area which relates to this complaint.

What outcomes do you seek?

Signature: _____ Date: _____

Thank you for taking the time to provide us with comment about our service. We will make contact with you regarding your concern. Information collected on this form has been gathered to assist in resolving your complaint. We will keep your personal information confidential except where disclosure is required in order to resolve the complaint.

Please provide details of the staff member/faculty/or service area which relates to this complaint.

What outcomes do you seek?





Signature: _____

Date: _____

Thank you for taking the time to provide us with comment about our service. We will make contact with you regarding your concern. Information collected on this form has been gathered to assist in resolving your complaint. We will keep your personal information confidential except where disclosure is required in order to resolve the complaint.

