



## COMPLAINTS RESOLUTION POLICY

*Devised by Principal in consultation with  
School Advisory Council Aug 2008*

### **Rationale:**

In keeping with the school's Vision Statement, our school has a desire and responsibility to ensure that high standards of conduct and communication are maintained by staff, students and parents.

### **Aims:**

- To provide a harmonious, positive and productive school environment
- To ensure that complaints are managed and resolved fairly and efficiently.

### **Implementation:**

- Complaints will be dealt with in line with the governance model of the School. Under Canon Law, the Parish Priest is responsible for the School. The Principal is the Parish Priest's delegate, responsible for the operations of the School. As such, the Principal is required to use local complaint resolution procedures (as outlined in this Policy), where appropriate, for resolving complaints in relation to issues that fall within the school's area of responsibility. The Principal will refer all cases of serious misconduct – sexual offences, criminal charges, mandated reportable issues, other serious issues, to appropriate agencies such as the Catholic Education Office, Department of Human Services, Victorian Police.
- From time to time there may arise an issue about which an individual may wish to register their concern. In these situations we ask that the following protocol be observed:
  - If the issue concerns a classroom matter, please make an appointment to discuss your concerns directly with your child's teacher as the first point of discussion. An appointment is required as lengthy impromptu discussions can eat into valuable class time and become a matter of student supervision. (Refer pg 17 of Parent Manual)
  - Issues of concern regarding the school's curriculum policies may be addressed directly to the Principal.
  - Any concerns relating to issues within the Charter of the School Advisory Council (SAC) should be put in writing and will be taken to the SAC by the Principal.
  - Any concerns relating to fundraising, social activities and uniform requirements may be addressed by contacting or

writing to the president or secretary of Parents & Friends Association.

- Should the issue remain unresolved, or the outcome is unsatisfactory, then please make an appointment at the School Office to discuss the matter with the Principal.
- The Principal may choose to respond to complaints through an informal process where the complaint is minor, the complainant wishes the matter to be dealt with informally, or the complaint has arisen as a result of unclear communication.
- Formal processes will be used when informal processes haven't been successful or the principal believes that the complaint warrants a formal investigation.
- The formal process involves: -
  1. Investigating the complaint including formal interviews, formal meetings, written statements.
  2. Dismissing or accepting the complaint. Acceptance may involve referral to other agencies, conciliation, counselling, written warnings.
  3. Confidential documentation.
  4. Monitoring of situation.

**Evaluation:**

This policy will be reviewed as part of the School's review cycle.

This policy was ratified by St Peter Julian Eymard School Advisory Council. 13<sup>th</sup> August 2008

References: Victorian Government Schools Reference Guide:

[www.eduweb.vic.gov.au](http://www.eduweb.vic.gov.au)

DEET 'Local Complaints Resolution Procedures' handbook: [www.sofweb.vic.edu.au](http://www.sofweb.vic.edu.au)