

COMPLAINTS RESOLUTION POLICY

Rationale:

St Mary's Catholic Primary 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.

Aims:

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

Underling Principles

- All complaints will be dealt with at the lowest level in the first instance and in a timely manner.
- Complaints will be dealt with in a fair and impartial manner.
- Natural Justice will be respected.
- A respondent is entitled to know sufficient, relevant information about the substance of the complaint(s) and to have the opportunity to respond. The respondent has the right to obtain legal or industrial representation.
- Confidentiality and privacy require that all parties must ensure that information is restricted to who genuinely need to know.
- The complaints management processes will be conducted in a manner that is respectful of all parties.
- Victimisation of a person for making a complaint or allegation is unacceptable.
- Complaints which are vague and non-specific can not be addressed.
- Anonymous complaints will be addressed to the extent they can.
- It is expected that complaints are made in good faith and are not vexatious or malicious.
- Complainants will be advised if the matter cannot be finalised at the lowest level.

Implementation:

- Our school seeks to provide a positive, harmonious and productive environment.
- It is the principal's responsibility to provide a healthy and positive school environment that is free from discrimination and harassment. In doing so, the Principal must ensure that all staff members are aware of their rights and responsibilities.
- The principal will use the St Mary's Catholic Primary Schools Complaints Resolution Procedures, where appropriate, for resolving complaints in relation to issues that fall within the school's area of responsibility.
- All cases of serious misconduct – sexual offences, criminal charges, or other serious incidents – fall outside the scope of this Policy and will be dealt with in accordance with the relevant Brisbane Catholic Education Office policy and/or procedure.
- It is incumbent upon the principal to act where unacceptable conduct is observed or brought to his or her attention.
- It is important that all complaints, ensuing procedures and outcomes are fully documented. Parents are asked to complete a St Mary's Primary School Record of Complaint prior to seeking an interview with the Principal or his delegate.
- The Principal may choose to respond to a complaint through an informal process in cases where the complaint is minor, the complainant wishes the matter to be dealt with informally or the complaint has arisen from lack of or unclear communication.
- Formal processes will be used when informal processes haven't been successful, a complainant seeks a formal process, or the principal believes the complaint warrants formal investigation.
- Parties dissatisfied with the process can appeal to the Area Supervisor South West Region at Brisbane Catholic Education Office.
- All matters must be treated with utmost confidentiality, and professional respect at all times.

This policy resides within the Relationship Policy.