

COMPLAINTS RESOLUTION PROCEDURE

1. OPTIONS AVAILABLE TO PERSONS WITH COMPLAINTS (*Informal and Informal*)

a) Approach the teacher/employee directly involved with the concern.

In the first instance it is preferable to discuss the issue of concern with the relevant teacher to endeavour to reach an amicable resolution. We believe that complaints/concerns/recommendations are often resolved more effectively and efficiently at the lowest possible level.

b) Contact the School Office

A person may feel unable to approach the relevant teacher/employee directly or are not be satisfied that their concern has been adequately addressed. In such instances a person is advised to complete a St Mary's Primary School Record of Complaint.

The following initial information is required from the complainant:

- Contact details
- Nature of the matter including the details of the particular allegations (what is the problem, who is involved, when it happened, where it happened, any contextual information, names of witnesses or confidants). This is best provided in numbered paragraphs
- Resolution that is sought

c) Matter referred to School Leadership Team

The Principal will take the complaint and refer it to the teacher/employee designated to deal with the complaint depending on its nature. This employee may be the Assistant Principal, Assistant Principal Religious Education, Behaviour Management teacher or the Principal.

2. COMPLAINT HANDLING PROCESS

The appropriate personnel will determine how the complaint will be actioned in accordance with St Mary's Catholic Primary School procedures.

The employee managing the complaint will use one of the following management processes:-

- A Facilitated Resolution is used for a complaint about a person that is not about an alleged serious breach of legislation, policy, procedure or contract and where people are prepared to personally work through an issue to resolve it.
- Investigation is used for a complaint or allegation about a person that is about an alleged breach of legislation, policy, procedure or contract.

- Systems Improvement is used for a recommendation or complaint that is about policies or procedures. It may also be used if the complaint is about the behaviour of a person in circumstances where the behaviour arises because the person is complying with a policy or procedure.

Parties will be informed of the managing process that will be utilized in resolving the complaint.

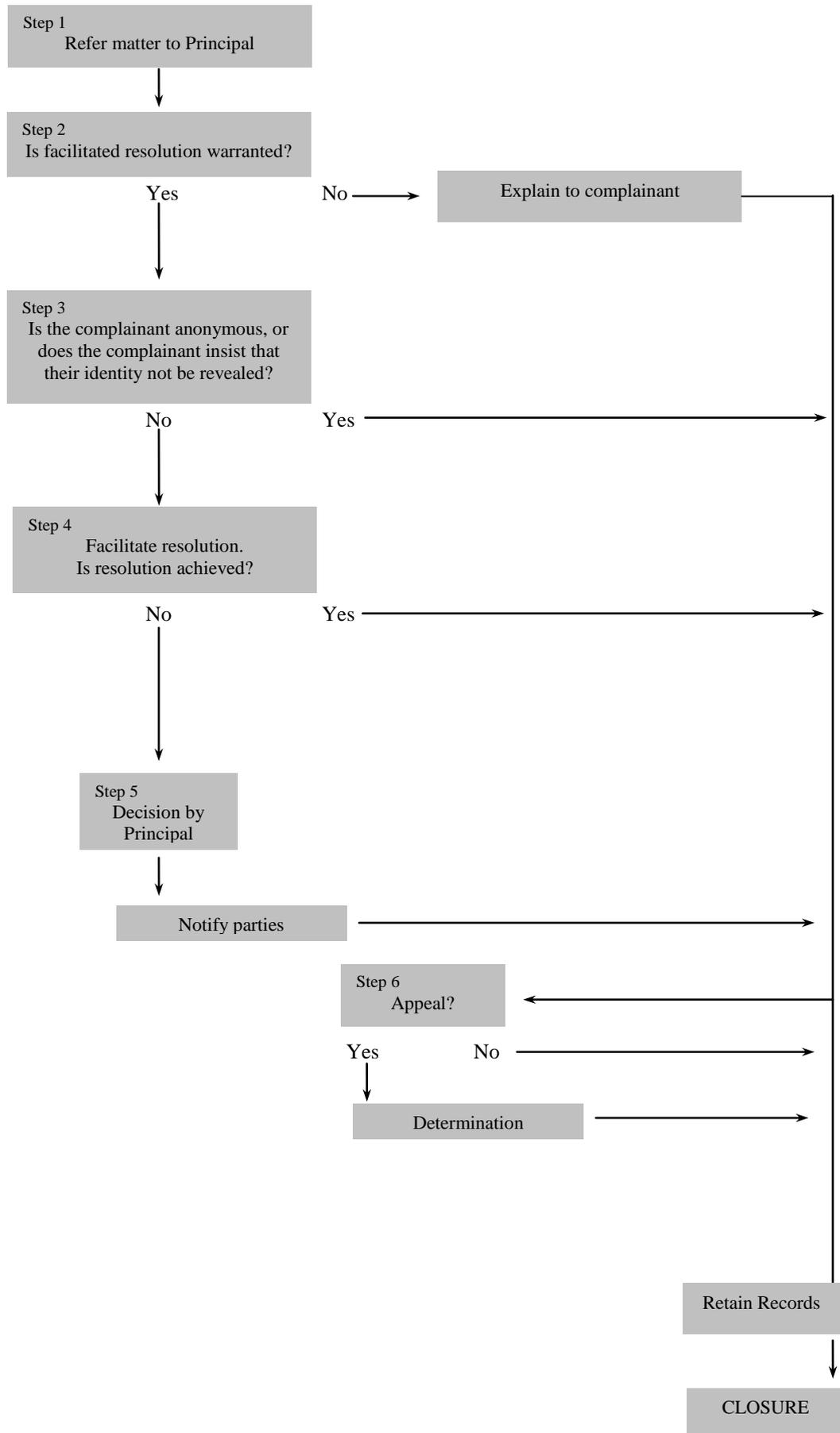
3. APPEAL

If the complainant or respondent believe the complaint was not handled properly they may appeal to the Area Supervisor – South West Region at Brisbane Catholic Education Office.

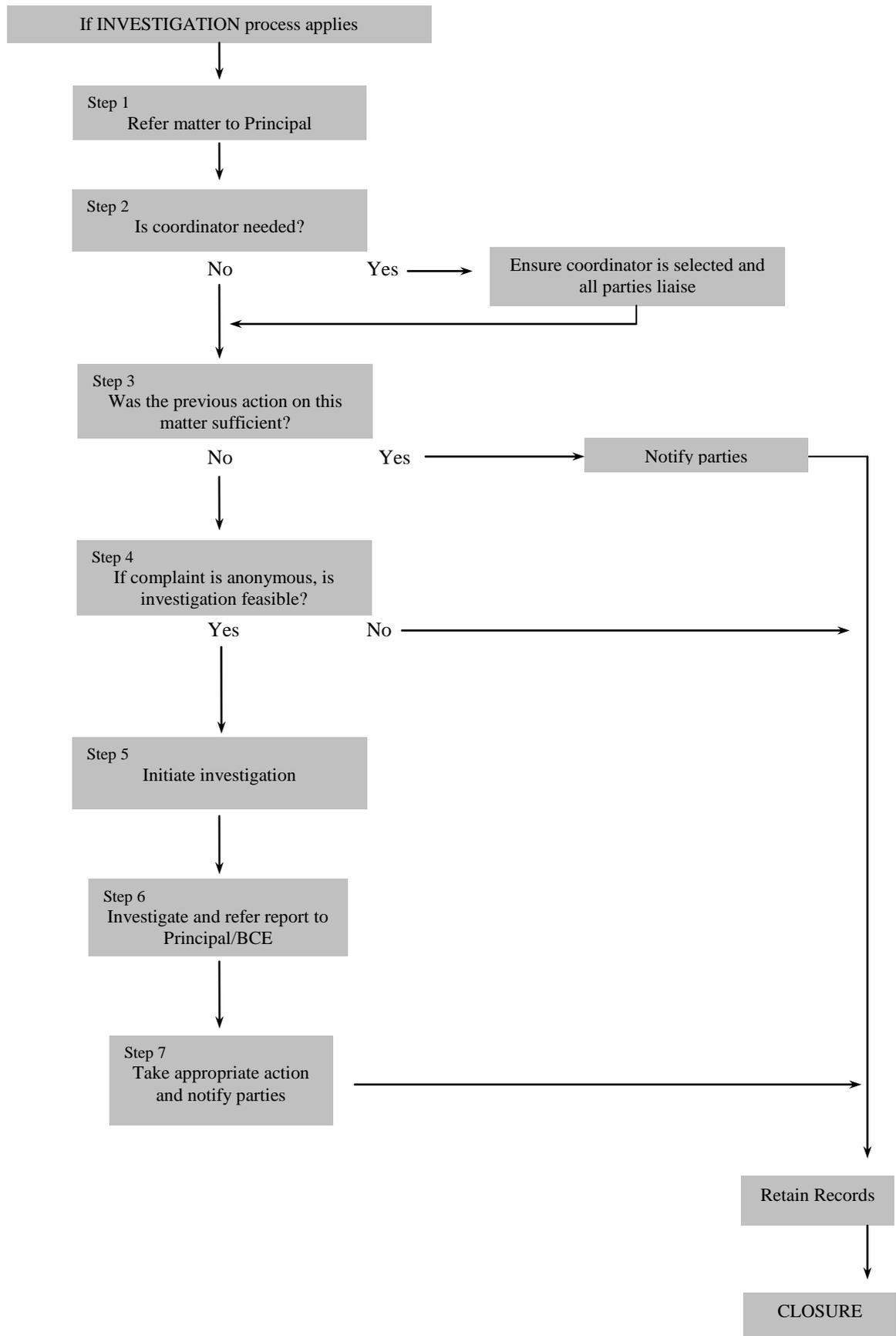
4. *PRINCIPAL INITIATED COMPLAINTS INVESTIGATION*

- a) There will be times for whatever reason when a Complainant will decide they do not want to make a Complaint (in spite of being aggrieved) or they want to discontinue a Complaint. If the circumstances are such that, in the reasonable opinion of the Principal the issues raised are of significant to the school itself or the reputation of the school, then the Principal may proceed with the Complaint, irrespective of the Complainants' wishes.
- b) When several persons raise multiple complaints about the same issue or person then the investigation will be in fact school initiated.

FACILITATED RESOLUTION FLOWCHART



INVESTIGATION PROCESS FLOWCHART



SYSTEMS IMPROVEMENT PROCESS

