



# Complaint Handling Policy

***A complaint is an expression of dissatisfaction relating to St Joseph's Primary School Kingswood and/or Catholic Education Diocese of Parramatta, that requires a response.***

## **We believe that:**

- Every student has the right to learn and feel safe, secure, valued and respected.
- Families and teachers work together in partnership.
- All members of our school community are expected to demonstrate responsible behaviour at all times.
- Every member of our school community has the right to feel safe and secure.
- All members of our school community will treat each other with courtesy and respect.
- We must follow clear guidelines available to all members of the school community on how to deal with all aspects of complaints or grievances.

Complaints will be addressed professionally, competently and in a timely manner, applying principles of natural justice and confidentiality, and ideally will be resolved closest to the source of the complaint.

## Procedures:

- **Complainants presenting in person** – Staff will request a complaint form be completed. The subsequent information will be provided to the principal to be managed.
- **Complainants via phone or email** – Staff receiving the information will complete the online complaint form. All information from online complaint forms is collected in a google spreadsheet.
- **Complainants in a meeting** – Generally, a complaint form will have been completed prior to the meeting. Minutes of the meeting will be stored electronically and in the complaints register. When appropriate, a complaint form may be completed by the complainant or staff conducting the meeting.
- The **school community** will be reminded of procedures via the school newsletter in weeks four and eight each term.
- All **documentation** relating to complaints will be stored in the Complaints Register. Electronic records will be printed twice per term and stored in the Complaints Register.

Complaints will be managed in accordance with CEDP guidelines and procedures.

Generally, student complaints will be processed through school based policies and procedures relating to pastoral care or student management. The Catholic Education Office Complaint Handling Policy and Procedures may be used in matters assessed as more serious in nature and involving an adult as one of the parties (e.g. a complaint by a student against a teacher, teacher against a student, or by a parent on behalf of their child).

Staff complaints will be handled in accordance with CEDP guidelines and procedures available at the [CEDP website](#).

## **APPENDIX A**

### **Excerpt from CEDP Complaint Handling Procedures and Guidelines 2012.**

## Complaint Handling Procedures and Guidelines

Complaint handlers will keep written records of the complaint resolution process and outcomes. Complaint records will be filed and stored appropriately.

### Outcomes-resolution and remedy

If an allegation/complaint is substantiated, the complaint handler will determine appropriate resolution and/or remedy

When determining an appropriate remedy the following factors may be taken into consideration: the seriousness of the conduct

the complainant's and respondent's input concerning resolution referral to previous cases and consequences

Decisions on appropriate remedies involving students will consider their age and involvement of, and consultation with, parents/guardians.

Remedies for substantiated complaints may include: A written apology and/or a summary of action to be taken Counselling and support Mentoring Ongoing monitoring of behaviour Facilitated/mediated resolution A formal agreement

In addition for employees: Performance management

Workplace training

System improvement: Review System or school procedures and implementation of changes if required

### Ongoing monitoring

The complaint handler will determine appropriate ongoing follow up particularly where a complaint is substantiated. This could include regular 'check in' with parties involved in the complaint and/or Implementation of system improvement

## Unsubstantiated or vexatious complaints

If the complaint is unsubstantiated - (did not occur or not proven) - the complaint handler will communicate this outcome to the parties concerned and determine further action if necessary. If the complaint is found to be vexatious/malicious similar remedies for a substantiated complaint including a written apology could be implemented by the complaint handler. Conduct of this nature could result in disciplinary action in the case of an employee.

## Review

Either the complainant or respondent/s may request a review of the process. The review will be undertaken by a person nominated by the Executive Director of Schools

A request for a review must be made within 10 working days from the date of the finding and detail the grounds for the review.

The person conducting the review will: review all relevant material and make a recommendation to the Executive Director of Schools

## **APPENDIX B**

### **School Newsletter Advice**

Reminder for our school community: If, at any time, you find that you have a concern with St Joseph's Primary School, you are encouraged to come to the school and speak with the teacher/s, assistant principal and/or principal, to identify your concern.

It is our aim to work with all members of our school community to ensure we do the very best to provide a productive, safe and enjoyable learning experience for our students and professionally fulfilling experience for our staff.

If you would like to raise a concern, the Catholic Education Office has guidelines for ensuring that complaints are handled fairly. Information about how to handle complaints either informally or formally is available from the school office and/or within the Complaint Handling Guidelines. These documents can be accessed on our [school website](#) or on the [CEDP website](#). Complaint forms are available in the school office and can be downloaded from Skoolbag.

# APPENDIX C

## Complaint Form

### Complaint Form

#### 1. YOUR DETAILS

Family name: \_\_\_\_\_ Given name(s) \_\_\_\_\_  
 Contact details: \_\_\_\_\_  
 \_\_\_\_\_

2. YOU ARE: (PLEASE TICK)	3. THE COMPLAINT IS ABOUT EVENTS AT: (PLEASE TICK AND GIVE DETAILS)
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Student <input type="checkbox"/>	A school <input type="checkbox"/>
Parent/caregiver <input type="checkbox"/>	CEO office <input type="checkbox"/>
Staff <input type="checkbox"/>	Specify location and address: <input type="checkbox"/>
Other (please specify) <input type="checkbox"/>	

#### 4. PLEASE GIVE DETAILS OF THE COMPLAINT

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

(Please attach additional page if space is insufficient. You may also attach further documentation if you wish.)

#### 5. PLEASE GIVE DETAILS OF THE OUTCOME YOU ARE SEEKING

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

(Please attach additional page if space is insufficient.)

#### 6. HAVE YOU PREVIOUSLY RAISED THIS CONCERN WITH A STAFF MEMBER? (PLEASE TICK)

No <input type="checkbox"/>	Yes <input type="checkbox"/>
If yes, when:	
Who dealt with the matter?	
What was the result?	

#### 7. DO YOU PROVIDE CONSENT FOR DETAILS OF THE COMPLAINT TO BE FORWARDED TO THE RESPONDENT?

Yes  No

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

#### For complaint handler use (see assessing and referring complaints)

**Office use**  
**For matters which are resolved at intake:**  
 Advice/Action: \_\_\_\_\_  
 Options:  Self-resolution  Assisted resolution  Mediation  Intervention  Investigation  
 Systems improvement  
 Outcome: \_\_\_\_\_  
 Date matter is finalised: \_\_\_\_\_  
 Name of complaint handler..... Signature: \_\_\_\_\_  
**For matters which need further action:**  
 Referred for: Further assessment to  Director System Performance  Team Leader Employment Relations  
 other  
 Referred to: Name: \_\_\_\_\_  
 Referred by: Name: \_\_\_\_\_ Signature: \_\_\_\_\_  
 Date: \_\_\_\_\_