

Right of review

If you have been involved with a complaint matter and you have concerns about the complaints process or believe the outcome unfair, and your concerns have not been addressed by the schools consultant, you may ask the Director of Schools to review the matter.

Record Keeping

Records of complaints, interviews and other documentation relating to a complaint will be kept at the school in a restricted access file. These records must be kept permanently.

What matters are not dealt with under this policy?

- Child protection issues
- Enrolment
- Employment Relations
- Workplace Bullying
- Harassment

The principal or Catholic Schools Office can advise you about specific procedures for making complaints of these types.

How to Address your Concerns about a School

PARENT & COMMUNITY Information Brochure



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Catholic Schools Office Diocese of Broken Bay

Introduction

Diocesan schools are committed to providing a happy, safe environment for all staff and students. There are occasions however, when a parent, member of staff, student, or a member of the wider community is concerned about something that is happening at a school that appears to be unsatisfactory or unreasonable.

What is a complaint?

A complaint is an expression of dissatisfaction with the policies, procedures or service provided by a systemic school. Complaints may be spoken or written.

Addressing a complaint

This brochure explains how complaints are addressed. The dignity of each person involved is respected in the process. The aim is that more minor or simple matters are resolved simply and quickly, by discussion between the appropriate people.

The process for handling your complaint will:

- give you the opportunity to put your case
- offer reasonable assistance to you to enable the complaint to be made and to understand the complaint handling procedures
- maintain confidentiality as far as practicable. If the complaint is about the behaviour of another person, that person has a right to know the basis of the complaint and to respond
- determine the complaint as quickly as possible and advise you and any person whose behaviour was the subject of the complaint of the outcome of the investigation
- assess the facts and circumstances of the situation objectively and determine the complaint fairly

- inform you of the decision about your complaint and the reasons for it

You can choose to remain anonymous but it may not be possible to act upon your complaint unless you provide your name, address and the name of the school that the complaint relates to.

Procedures

If you have a problem or concern which you wish to raise you should first talk to the person with whom you have the issue.

If you feel that you cannot approach the person directly or you are not happy with their response or the complaint is very serious, you should approach the principal.

Any complaint received by a school that relates to the principal will be referred to the schools consultant at the Catholic Schools Office.

Primary Schools

If you are a parent with a complaint about a student other than your own child you should raise it with your child's class teacher.

If you are a parent with a complaint about a member of staff the issue should first be discussed with the teacher or the principal.

Secondary Schools

If you are a parent with a complaint about a student other than your own child you should raise it with the year coordinator.

If you are a parent with a complaint about a member of staff the issue should first be discussed with the teacher, coordinator or assistant principal.

How your complaint is resolved

As soon as possible after receiving your complaint we will record the details, arrange to meet with you and if you so wish, a support person, meet with anyone else to whom the complaint relates, investigate the complaint and advise you of the outcome.

What are the possible outcomes?

If the complaint is upheld, some possible outcomes would be:

- an agreement on how to resolve the complaint
- a verbal or written apology
- an explanation
- the review of a policy or procedure
- where a staff member is the subject of the complaint, disciplinary action
- where a student is the subject of the complaint, a range of sanctions as set out in the school discipline policy
- relevant training for staff or students
- monitoring of behaviour of staff, students or parents
- counselling for the parties involved

What to do if you are not satisfied with the outcome at the conclusion of your complaint

Where a complaint has been dealt with at the school but you are not satisfied with the outcome or the complaint directly concerns the principal, you should contact the schools consultant at the Catholic Schools Office. You will be asked to explain your problem or issue and your call will be directed to the appropriate person.