

COMPLAINTS POLICY



HOLY SPIRIT CATHOLIC SCHOOL NICHOLLS ACT

Holy Spirit Primary School Nicholls adheres to the Catholic Education Archdiocese of Canberra and Goulburn's Complaints Policy. This Policy can be accessed via the following link:

[Catholic Education Archdiocese of Canberra and Goulburn's Complaints Policy](#)

Holy Spirit Primary School implements this policy through the following procedures:

PURPOSE

This policy describes the process for effectively managing complaints whilst protecting the right of all parties involved and seeking solution to the problem in the best interests of all affected.

POLICY

Holy Spirit is required to develop and implement clear, fair and effective policy on the management of complaints.

A commitment to respond positively to critical feedback ensures that people have the opportunity to contribute to the continued improvement of Holy Spirit School community. It is expected that all staff will demonstrate a commitment to ensuring that a culture of consultation and open dialogue is nurtured at every level, giving every member of Holy Spirit and the school community the opportunity to express dissatisfaction as well as satisfaction.

Complaints need to be addressed responsively, openly and in a timely manner to increase levels of satisfaction and to maintain harmonious relations in the wider community. Staff should be encouraged to develop an open expectation of a cooperative and genuine effort to resolve any valid complaint.

DEFINITIONS

Complaint: An expression of dissatisfaction with the service provided, a decision made or the performance of staff.

Complainant: A child, parent or community member making a complaint.

PROCEDURES

Holy Spirit Catholic Primary School implements this policy through the following procedures:

Complaints which may involve reportable allegations (Child Protection complaints) must be resolved in accordance with the Catholic Education [Child Protection](#) Policy.

Many complaints or issues can be resolved informally at school level with no need to follow a prescribed process. However, appropriate practice and procedure in dealing with complaints must be clearly communicated to the community, especially for situations which are more complex.

- The first point of contact for complaints should be made by parents requesting an interview with the staff member to discuss concerns. In this situation parents should be encouraged to first bring the complaint to the staff member concerned as many concerns and complaints can be resolved at this level with open discussion. This often removes the need for a formal complaint. Helpful practices to assist this process are:
 - describe clearly the action or behaviour that is objected to
 - focus on the behaviour of the person not on their personality
 - speak clearly and calmly



- state the outcome you are seeking
- If a resolution cannot be reached through this interview process parents may wish to take their complaint to the Assistant Principal or Principal;
- If it is a formal complaint directed against a staff member this should be directed to the Assistant Principal or Principal;
- Where no satisfactory outcome is achieved and the matter needs to be taken for further deliberation, the Catholic Education Office may be contacted.

All formal interviews between staff and parents should be documented and kept on file. The record of interview should include date and time of interview, who is present at the interview, main discussion points and procedures followed to find a resolution.

While parent complaints are to be dealt with at school level initially, in situations where no resolution is achieved, or where the concern is in regard to systemic policy or practice, a complaint can be made in writing to the Director of the Catholic Education Archdiocese of Canberra and Goulburn.

Normally, all complaints should be handled by personnel with no links to the issue of concern using a fair, unbiased manner to facilitate transparency and objective assessment of the situation under consideration.

The person about whom a complaint is made must be given opportunity to respond to the complaint.

Staff dealing with a complaint must protect the confidentiality and privacy of those involved by ensuring relevant information is accessible only to those with a genuine need to know.

Complainants should be confident that there will be no discriminatory action taken against them as a result of a complaint being lodged.

Complaints should be monitored to track the nature, frequency and resolution details for future reference. Written complaints are to be acknowledged promptly in writing.

RELATED POLICIES

Child Protection (Act)- Responding To Complaints Against Employees.
 Grievance And Dispute Handling- Employee With Management
 Grievance And Dispute Handling- Management With Employees
 Complaints
 Confidentiality
 Eeo Policy
 Legal Responsibilities And Authority

APPROVED BY:

Issuing Group: Holy Spirit Primary School Nicholls Implementation Date: 2013 Policy last Updated: 2017 Revision Date: 2020

