

# **ST JOSEPH'S SCHOOL**

## **CONCERNS & COMPLAINTS POLICY**



*At St Joseph's School we acknowledge that Catholic education, centred on a daily encounter with Jesus, is part of a life long process leading to a full and rewarding life.*

### **RATIONALE**

It is the right of all members of the school community to have the opportunity to raise concerns and complaints about the School and have a channel of communication for those concerns and complaints to be addressed.

### **PURPOSE**

1. To provide a procedure for making and dealing with concerns and complaints.
2. To provide a means by which genuine complaints can be resolved and reported in a fair and equitable way for all parties involved.

### **Definition of Concerns and Complaints**

#### **Concerns**

A concern is a matter that causes worry or disquiet that can be resolved collaboratively at the level, or close to the level, where the concern was generated.

If a concern is unresolved those holding the concern may decide to make a complaint.

#### **Complaints**

A complaint is a serious concern that the complainant wishes to be investigated and resolved. Complaints may be made about students, staff, Board Members or school procedures or requirements.

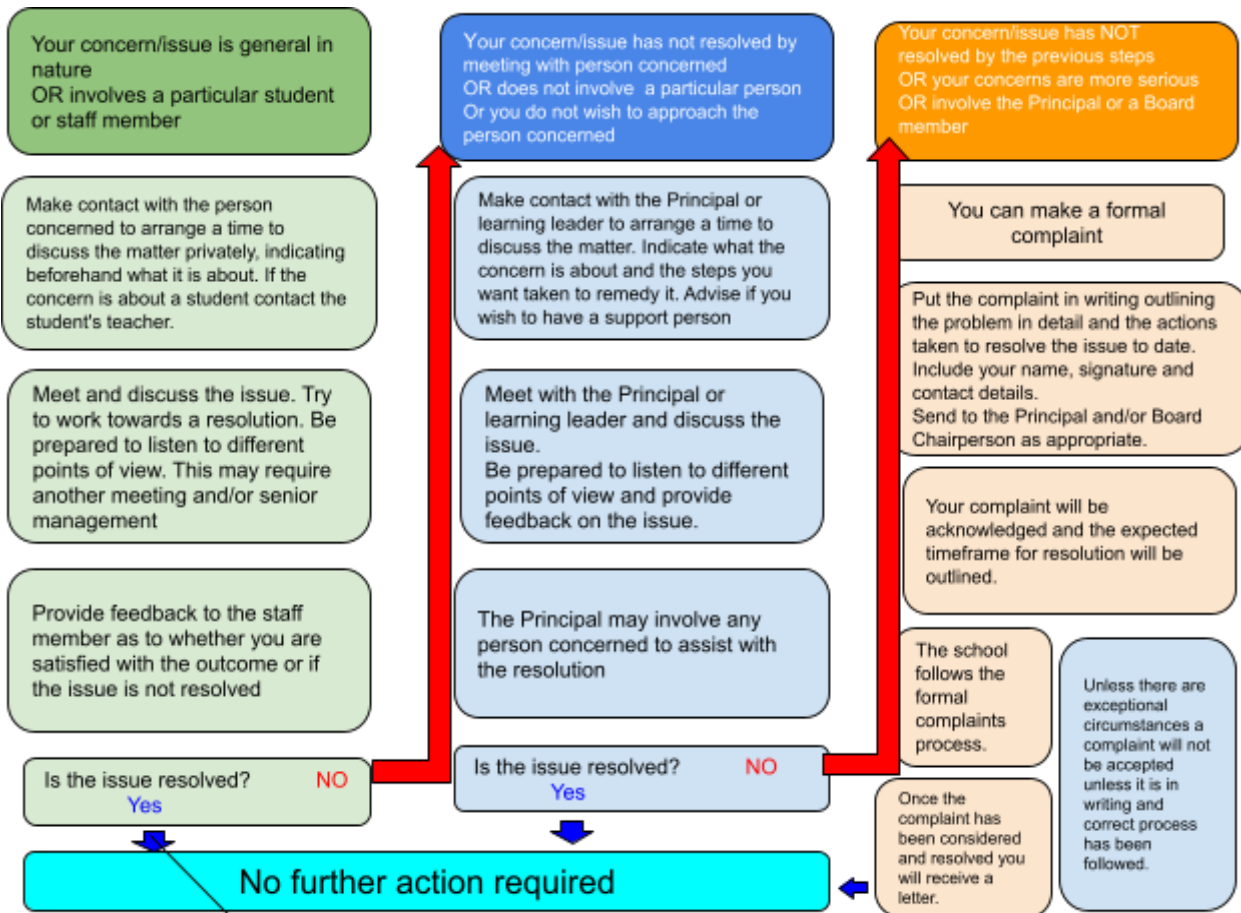
### **GUIDELINES**

#### **To raise a concern follow steps 1 - 3**

1. If the concern is about a staff member or a board member, it should be directed to the person concerned, the issue discussed, and if possible a solution found.
2. If no resolution is forthcoming, the person with the concern should approach the Principal.
3. If a solution is still not found, the concern should be addressed to the Board Chairperson, who will follow the procedure as outlined in *'dealing with complaints'*.

#### **To raise a complaint follow steps 4 - 7**

4. A written, specific, factual and signed account of the relevant issue should be provided to the school.
5. State in detail the reason for the complaint.
6. Complaints about staff, students or operational matters should be provided to a member of staff with management responsibility.
7. Complaints about the Principal or governance matters should be provided to the Board of Trustees via the Chair.



*This diagram aligns with the school's Concerns and Complaints Policy.*

## PROCESS OF COMPLAINTS

1. The Chair will table the complaint at the following Board Meeting.
2. Written acknowledgment of the receipt of the complaint can be expected within five working days of the receipt of the complaint.
3. The Principal will be informed of all complaints about members of staff.
4. An assessment will be made of the best level for the complaint to be addressed, with a view to having the complaint addressed fully, fairly and expediently. The Board will only address complaints that are about the Principal, other Board members, governance matters, or where the complainant is unsatisfied with the outcome of an investigation of a complaint raised with the Principal.
5. The person against whom a complaint has been made will be fully informed of the details of the complaint including the identity of the complainant.
6. The complainant will be informed as to who will be investigating the complaint, who the decision maker will be, and the likely timeline to undertake the investigation.

7. There can be no predetermined length of time to resolve complaints, however, complainants can be expected to be updated in writing on a likely timeline within 10 days of their complaint being acknowledged, or in the case of complaints being addressed by the Board, within 10 working days of the Board meeting at which the complaint was tabled.
8. Any investigation that takes place will comply with the relevant employment agreement(s) (where applicable) and legislation.
9. Complainants can expect to be advised in writing of the outcome of their complaint. They will be informed of the outcome of the complaint as far as is allowed by law, to preserve the mana and dignity of all parties involved.
10. The Board will only review a complaint that has already been investigated if they are satisfied that the investigation process was unfair, or where new information becomes available and is provided by the complainant.
11. Additional Clarifications:
  - a. Board members are available to receive concerns and comment about the school from any source but shall redirect that concern or complaint in the first instance to the most appropriate level (or Board Chair if concerning the Principal) for action.
  - b. The Board recognises that not all complainants will be satisfied with the outcome of the investigation into their complaint. Once reconsidered, if the Board is confident of its decision, it may refuse to enter into any further discussion/correspondence regarding the complaint.
12. Complainants seeking confidentiality should consider making a [protected disclosure](#).

Policy Adoption: August 2021

**Resource Manager:**  
Board Chair & Learning Leaders

Next Review Date: Annually