

A GUIDE TO MAKING A COMPLAINT

INTRODUCTION

Our schools are committed to providing a harmonious and safe environment for all students, parents and staff. We understand that parents/ caregivers can sometimes feel concerned about something that is taking place at the school. It is important that these concerns are raised and responded to in a timely and respectful way. We value complaints and are committed to ensuring that every complaint is handled fairly, effectively and efficiently. This brochure summarises our approach to handling complaints. For more detailed information see our Complaints Handling Policy.

WHAT IS A COMPLAINT?

A complaint is an expression of dissatisfaction. Complaints may be reported verbally or set out in an email or letter. If the matter is serious, a written complaint is best.

HOW TO MAKE A COMPLAINT?

If you have a concern that 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, you are not happy with their response, or the complaint is very serious, you should make an appointment to meet with the principal.

Any complaint received by a school that relates to the principal will be referred to the relevant School Performance Leader at the Catholic Schools Office Armidale.

WHAT KIND OF COMPLAINTS ARE NOT DEALT WITH UNDER THE COMPLAINTS HANDLING POLICY?

- Child protection issues
- Employment relations
- Workplace bullying
- Harassment

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

OUR RESPONSIBILITIES

We will:

- deal with your complaint professionally, efficiently and fairly
- keep you informed of our progress
- give you reasons for our decisions
- treat you with courtesy and respect



YOUR RESPONSIBILITIES

To help us do the best job we can, we ask that you:

- clearly identify the matters you are complaining about and the outcome you hope for
- the first time you contact us with the complaint, give us all the information you are aware of
- provide us with your name and contact details. You can choose to remain anonymous but if this is your choice we won't be able to contact you about the outcome.
- tell us new facts as soon as you become aware of them, or let us know if you no longer want our help
- cooperate with us
- treat us with courtesy and respect