



SACRED HEART CENTRAL SCHOOL

COMPLAINTS POLICY

PURPOSE

This policy establishes procedures to provide a fair and accessible process for the resolution of complaints from parents/carers, students and members of the community.

POLICY

Sacred Heart Central School values feedback from those who come into contact with the School in order to address issues of concern and/or improve services provided. Complaints about school operations, staff or services will be handled confidentially, openly, fairly, respectfully and in a timely manner. The procedures outlined must be followed to ensure resolution in accordance with principles of natural justice and carried out in such a way that all involved are protected from discrimination or retribution.

DEFINITIONS

Complainant A student, parent or community member making a complaint.

Complaint Expression of dissatisfaction with a service provided, decision made or the performance of staff.

PROCEDURES

1. In the first instance people with complaints should be advised to make contact by phone with the relevant staff member to enable clarification of the situation. An interview may be arranged.
2. If the issue can be resolved the staff member should make a file note detailing the date, incident/issue and action to be taken to remedy the situation. The note should be placed in the appropriate file.
3. If the response by the staff member is unsatisfactory or there is a difficulty in communicating with the staff member then the complaint should be directed to their supervisor.
4. If the issue can be resolved the supervisor should make a file note detailing the date, incident/issue and action to be taken to remedy the situation. The note should be placed in the appropriate file. Feedback should be provided to the staff member with whom the complaint is concerned/or who provides the service.
5. If the situation remains unresolved complainants are requested to detail their concerns in writing.
6. (See Complaint Intake Form) These complaints will be passed onto the Principal who will assist with the resolution.
7. If, notwithstanding the taking of the steps referred to in 1 to 3, the complaint has not been resolved within a reasonable timeframe, then the Principal or the complainant may refer the matter to the CEO for advice.

REFERENCES

Child Protection, Responding to Complaints Allegations, Handbook August 2007

Forms

Sacred Heart Central School Complaint Notification Form
CEO Complaint Lodgement Form

RELATED POLICIES

Safe School

Mandatory Reporting

Sexual Harassment

Complaints (CEO)

Child Protection (NSW): Responding to Complaints Against Employers (CEO)

Approved by:	School Board
Issuing Group:	Executive
Implementation Date:	2015
Supersedes Policy Dated:	2010
Revision Date:	2020
Contact Officer:	Principal

COMPLAINT LODGEMENT FORM

In the first instance if you are wanting to make a complaint you are encouraged to have your concerns handled personally by making contact with the staff member concerned or responsible for the provision of a service.

If you wish to lodge a formal complaint, please fill out this form.

Name: _____

Address: _____

Contact Phone Numbers: _____

Details of the complaint: _____

Please provide details of the staff member/faculty/or service area which relates to this complaint.

What outcomes do you seek?

Signature: _____ Date: _____

Thank you for taking the time to provide us with comment about our service. We will make contact with you regarding your concern. Information collected on this form has been gathered to assist in resolving your complaint. We will keep your personal information confidential except where disclosure is required in order to resolve the complaint.

EMPLOYEE INTERVIEW RE: COMPLAINT

The staff member was notified of the meeting date and time either in writing or by telephone. The employee was offered a support person to be present during the meeting.

Employee Name: _____

Complaint received from: _____

Details of the complaint explained during the meeting (see complaint form).

Notes from the interview _____

What outcomes did the complainant seek?

- This complaint has been dealt with at school level. The employee should be assured that the file relating to this investigation is stored securely at the School and will not appear as part of their personnel file.
- The complaint is unresolved and will require further investigation and/or meeting with employee.

Signature: _____ Date: _____