

COMPLAINT RESOLUTION POLICY



Rosary is a Christ-centred family striving for educational excellence in the Dominican spirit of truth, justice and celebration.

Related CEO Policies

Child Protection ACT – Responding to Complaints Against Employees
Complaints
Complaints Contact Officers
Grievance and Dispute Handling – Employee and Management
Grievance and Dispute Handling –Management and Employee
Legal Responsibilities and Authority

Purpose

Rosary Primary School is committed to:

- building a healthy and positive school environment that is free from discrimination and harassment
- making staff, students and community members aware of their rights and responsibilities
- communicating effectively
- resolving differences justly, efficiently and promptly
- Implementing relevant legislation.

We believe that most grievances can be avoided by clear communication. While we accept our responsibility to consult and to communicate effectively, community members also have an obligation to read notices and newsletters, to attend meetings, and to seek clarification when required.

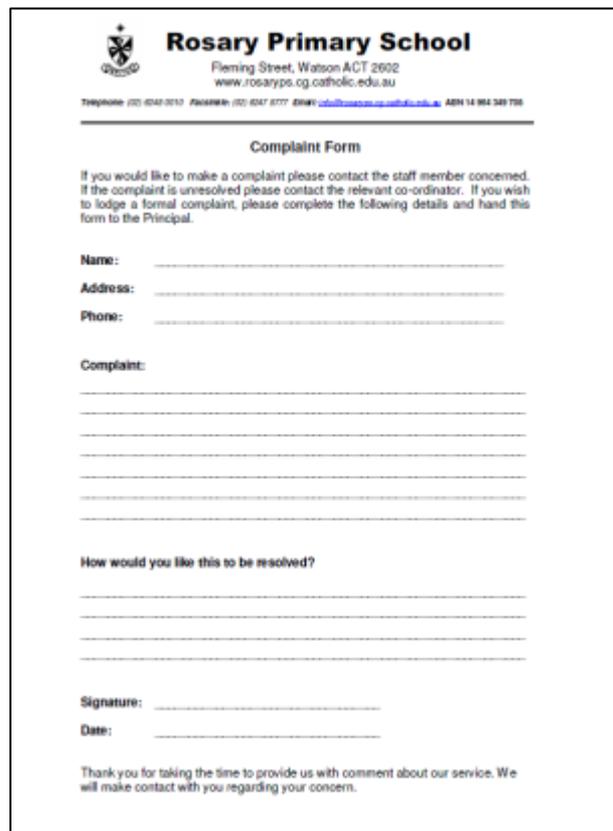
There may; however, still be times when members of the community disagree with or are confused about school decisions.

Procedures

1. People with complaints should contact the relevant staff member. An interview may be arranged. If the issue can be resolved the staff member makes a note of the conversation and the agreed action.
2. If the response of the staff member is unsatisfactory, the complaint is directed to the grade co-ordinator. If the issue can be resolved, the grade co-ordinator makes a note

of the conversation and the agreed action. A copy is given to the Principal and feedback is given to the staff member.

3. If the situation remains unresolved complainants are asked to complete a complaints form. (Available on the Rosary Website)



The image shows a complaint form for Rosary Primary School. At the top left is the school's logo, a shield with a cross and a figure. To the right of the logo is the school's name, 'Rosary Primary School', followed by its address 'Fleming Street, Watson ACT 2602' and website 'www.rosaryps.catholic.edu.au'. Below this is contact information: Telephone (02) 6247 3210, Facsimile (02) 6247 8777, Email 'info@rosaryps.catholic.edu.au', and ABN 14 964 389 708. The form is titled 'Complaint Form' and contains the following text: 'If you would like to make a complaint please contact the staff member concerned. If the complaint is unresolved please contact the relevant co-ordinator. If you wish to lodge a formal complaint, please complete the following details and hand this form to the Principal.' The form has fields for 'Name:', 'Address:', and 'Phone:', each followed by a dotted line. Below these is a section for 'Complaint:' with four horizontal dotted lines. This is followed by a section for 'How would you like this to be resolved?' with three horizontal dotted lines. At the bottom are fields for 'Signature:' and 'Date:', each followed by a dotted line. A closing statement at the very bottom reads: 'Thank you for taking the time to provide us with comment about our service. We will make contact with you regarding your concern.'

If the complaint involves school policy it may be referred to a parent representative on the School Board. The person making a complaint has a right to:

- be heard
- have the issue treated seriously
- information about the process
- be accompanied by a support person at appointments to resolve grievances and
- be informed about the decision and the reasons for the decision.

The person against whom the complaint is made has a right to:

- the identity of the person making the complaint
- have time and opportunity to prepare a response
- respond and have their response treated seriously
- information about the process
- be accompanied by a support person at appointments to resolve grievances and
- be informed about the decision and the reasons for the decision.

The Principal or delegate will act where unacceptable conduct is observed or brought to his or her attention. Formal processes will be used when informal processes haven't been

successful, a complainant seeks a formal process, or the Principal believes the complaint warrants formal investigation.

- All grievances are to be kept as confidential as possible.
- A low risk complaint requires a low level investigation which is fair to all.
- All discussions and processes involving formal grievances will be documented.
- The Principal exercises judgement about the response to anonymous complaints.
- The Principal will provide community members with appropriate contact names and numbers for Catholic Education Office staff if grievances are not resolved.
- A complainant may at any stage choose to take their complaint directly to an external agency such as the Human Rights and Equal Opportunity Commission or the Ombudsman.

If the issue is not resolved, please refer to the Catholic Education Office Policies – *Complaints and Complaints – Intake and Management*.

Approved by: Rosary Primary School Executive

Policy last updated: 2013

Policy review date: 2018

School Contact Officer: Principal
