

## ***Complaints Handling Policy***

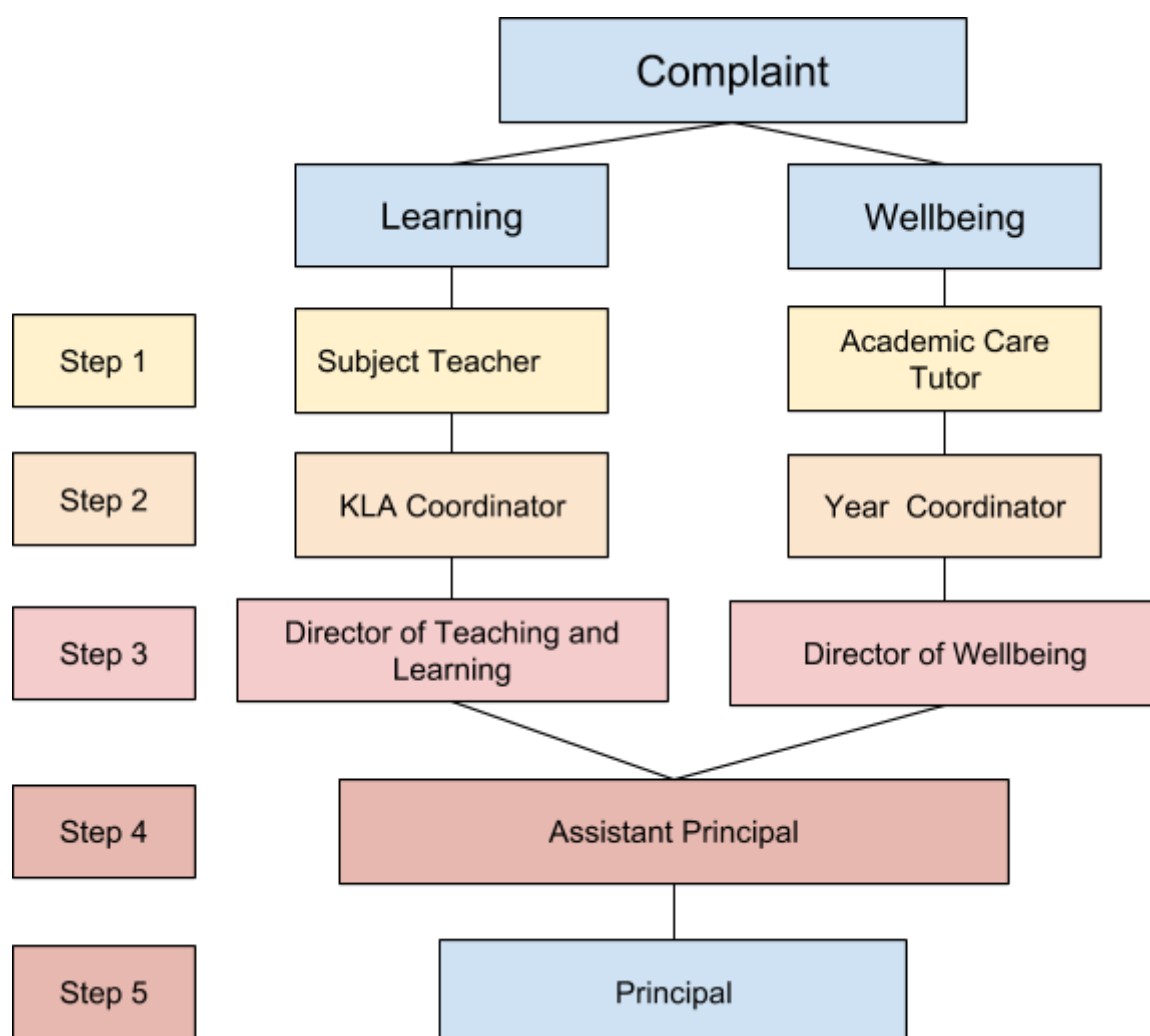
### **POLICY STATEMENT**

The Mission of St Benedict's Catholic College is based on the three core pillars of 'Love of God, Love of Neighbour and Love of Learning'. Whilst it is clearly within the College Mission and Vision to create an environment of compassion, equity and collegiality, there may be times when situations or people create tension. In these situations, it is fair that people are able to raise their concerns in an appropriate and non-threatening manner in order to achieve a resolution. St Benedict's is committed to supporting a valid and equitable complaints handling process.

### **GUIDELINES**

1. In terms of the Christian value of social justice, it is accepted that all staff, parents and students have the right to raise concerns in an appropriate and respectful manner. In accordance with this value, all complaints will be received impartially and confidentially and should be restricted to those directly involved in the complaint or solution.
2. Complaints that are subsequently deemed vexatious or malicious will be dealt with in an appropriate manner.
3. Where appropriate and possible, any concern should be dealt with as closely as possible to the point of tension. That is, the person with the concern should in the first instance approach that person with whom the concern arises.
4. All complaints must be dealt with in accordance with current legislation and Catholic Education Office policy. This may result in some complaints being initiated at Principal or CEO level.
5. Where it is felt that a complaint has been unacceptably dealt with, there will be a process of who is next to deal with the complaint. This will be published in a flowchart for easy access.
6. Complaints handling procedures will be published on the College website and copies of the flowchart displayed in the College administration office. Staff will be informed of the complaints procedure as a part of their process of induction to the College.
7. Records of all complaints must be made and kept at the point where the complaint was resolved.

Please refer to the flowchart below as a guideline of where to address your complaint:



#### Basis of Discretion

The Principal has the right of discretion to depart from the policy guidelines in the event of exceptional circumstances.

#### Supporting Documents

- St Benedict's Catholic College Process for a resolution of a school based complaint
- Catholic Education Office Wollongong Complaints handling guidelines and Complaints form
- NSW Government Legislation such as the Child Protection Act

## Policy Release Details

The Policy will be reviewed in 2022 by the Policy Review Committee.

<b>Reviewed by</b>	Policy Review Committee	<b>Review Date</b>	10/10/2021
<b>Approved by</b>	Michael Hanratty	<b>Approval Date</b>	30/11/2018
<b>Evaluation</b>	3 years - 10/10/2021		
<b>Access</b>	Internal - Staff Handbook, Staff Server External - SBCC Website		

Date of Implementation 31/1/2019

Principal ..... Date: .....

### ***Complaints Handling Procedure***

In accordance with the St. Benedict's Catholic College Complaints Handling Policy, the following procedures apply.

1. Any complaint that is received within the College will be dealt with as close to the point of origin of the concern as possible.
2. All complaints will be listened to impartially and investigated to an appropriate level with necessary confidentiality.
3. Where a complaint is received that entails risk of significant harm, the matter will be taken directly to the Principal and where appropriate, reported to Family and Community Services and/or the Catholic Education Office. Where the complaint is of a serious legal matter, the incident will be reported to the police or the appropriate authorities.
4. All formal complaints must be submitted on the standard CEO Complaint Form. They may also be accompanied by supporting documentation where appropriate.
5. Records and notes of all complaints, where applicable, will be retained at the College confidentially.
6. Where applicable, complaints of a minor and low level will be retained at the College
7. Complaints about staff will be retained in a file that is accessible only by the Principal and Senior School Support Officer.