



# St. Joseph's Primary School

## Complaints Policy

2015

### **RATIONALE**

Schools are valued as special places where staff, students and parents have a right to a safe and supportive environment. From time to time, disagreements and conflict may arise which may result in complaints and grievances being expressed. These may occur between teacher and teacher, principal and teacher, teacher and student, student and student, teacher and parent and so on. The problem impacts on relationships and the building of a peaceful school community and a harmonious working environment.

To create a safe and supportive environment within our schools and Catholic Schools Office it is essential to develop practices characterised by procedural fairness, mutual trust, and respect especially in the area of *Complaints Management*. A complaints management policy is a requirement of the NSW Board of Studies as a mandatory component of the registration of non-government schools.

Clear, published processes based on the principles of respect for each individual, natural justice, confidentiality, legitimacy of complainant's feelings, support and protection for all those involved and a non-judgmental, non-adversarial approach provide a professional approach that creates confidence in the outcome.

An effective complaints management system is an essential part of the provision of quality service and the promotion of fairness and justice both within individual schools and across the broader diocesan school community. In particular, a professional response to complaints, suggestions and matters causing concern provides opportunities for improving service, promoting understanding and agreement and preventing further problems.

### **AIMS**

This policy aims to:

1. Clarify procedures for complaints management to ensure that all parties are assured of a fair process and a just outcome.
2. Adopt the [CSO policy](#) and procedures for the handling of complaints and grievances with specific reference to processes for raising and responding to suggestions and matters of concern identified by students, staff and/or parents.

### **IMPLEMENTATION**

1. As per the [CSO Complaints Policy](#).
2. Parents will be given the *Complaints and Grievances Resolution Brochure* upon enrolment at school. They will be reminded of the process at the first P&F meeting each year and at the Parent Information Evening each year and in newsletters.

### **BUDGET:**

Provision as necessary will be made available from the school budget.

### **EVALUATION:**

This policy will be reviewed: 2017 or earlier as the need arises.