



McAuley Catholic Central School

Complaints Management & Grievance Policy 2015

COMPLAINTS MANAGEMENT AND GRIEVANCE POLICY

Purpose

This policy describes the role of the school when receiving and managing complaints. Complaints are received in written or verbal forms with serious complaints being required in writing to ensure the complaint is recorded accurately.

The Principal or Assistant Principal will determine who will investigate the complaint.

Child protection complaints are managed by the Principal or Assistant Principal and are subject to NSW/ACT policies and relevant Acts.

Definitions

Complaint

An expression of dissatisfaction made to an organisation relating to its staff and/or services and/or products where a response is either requested or implied.

Complainant

The person(s) who makes a complaint.

Procedures

The person to investigate the complaint will receive and document accurately all relevant information in the context of an action plan. As appropriate consultation with colleagues for specific advice e.g. that relating to Employment Relations or Harassment will take place. The action plan developed includes, but is not limited to:

- Relevant information about persons involved and those to be interviewed
- Establishing a confidential complaint file to store securely all relevant details e.g. faxes, emails, interview records, and statements.
- A risk assessment of relevant matters associated with the complaint.

Procedures for investigation reflect the nature and gravitas of the complaint. Some matters may be referred to the Principal for resolution while others may require notification to other authorities such as the Police.

When complaints are referred to the Police, the Principal or Assistant Principal will follow and document the instructions given by the Police Officer(s) responsible for the case.

The person(s) about whom the complaint is made is notified of the relevant complaint details and provided with the opportunity to respond.

The Principal or Assistant Principal requests of all parties, the need to observe confidentiality in the complaint resolution process, including that applying to the support person that parties may nominate.

The Principal or Assistant Principal may refer parties for counselling support should the situation warrant.

Records are kept of all interviews conducted.

When a resolution is reached, letters of closure including findings as appropriate are sent by the Principal or Assistant Principal to the relevant parties.

In certain instances, complaint resolution may require a mediation and/or conflict resolution support process. The Principal or Assistant Principal would usually facilitate these processes.

Approved by:	McAuley Executive
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