



ST JAMES
THE APOSTLE

CATHOLIC PRIMARY SCHOOL

*Learning with strength
and in gentleness*

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Complaints Resolution Policy

Rationale

Our school has both a desire and a responsibility to ensure that high standards of conduct are maintained by staff and students at all times, and that complaints are managed and resolved fairly, efficiently, promptly and in accordance with relative legislation.

Aims

- To provide a harmonious, positive and productive school environment.
- To resolve complaints fairly, efficiently, promptly and in accordance with relative legislation.

Implementation

- Our school seeks to provide a positive, harmonious and productive environment.
- It is the principal's responsibility to provide a healthy and positive school environment that is free from discrimination and harassment. In doing so, Principal's must ensure that all staff are aware of their rights and responsibilities.
- The principal is required to use local complaints resolution procedures, where appropriate, for resolving complaints in relation to issues that fall within the school's area of responsibility. All cases of serious misconduct – sexual offences, criminal charges, or other serious incidents – must instead be referred to the relevant personnel i.e. Catholic Education Melbourne.
- A complainant may at any stage choose to take their complaint directly to an external agency. It is important that all complaints, ensuing procedures and outcomes are fully documented.
- The principal may choose to respond to a complaint through an informal process in cases where the complaint is minor, the complainant wishes the matter to be dealt with informally, or the complaint has arisen from lack of or unclear communication.
- 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.
- It is the responsibility of the school personnel to ensure that all involved in the complaint:
 - Are listened to fairly
 - Are confident that the school is transparent throughout the process
 - Feel safe within the school environment
 - Have access to appropriate outside agencies for consultation / support & / or counselling.
- Parties dissatisfied with the process can appeal to the previously mentioned external agencies.

- All matters must be treated with utmost confidentiality, and professional respect at all times.

Evaluation:

All policies are reviewed as part of the School Improvement process.

Authorised by: Mary Abbott (Principal)

Date of implementation: 1 January 2017

Version history:

1.01 (November 2017): New school logo