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## COMPLAINTS POLICY

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### PREAMBLE

St Patrick's College is committed to developing an educational and organisational culture based on mutual trust and respect. This policy compliments the Personal Protection and Respect Policy, Child Protection Policy, WH&S Policy, Grievances and Disputes Policy and other relevant policies.

The College recognises that students, parents and community members may sometimes have a complaint. This policy provides a process for parents, students and members of the wider community to raise a complaint related to any practice and policy of the College.

### DEFINITION

A complaint is viewed as an expression of discontent with St Patrick's College services, staff, student and other stakeholders with the person making the complaint requiring some action which could include change and/or an apology.

### RATIONALE

The policy will work towards:

- Ensuring that practices or policies are consistent with the College Mission and Vision Statements.
- Resolving complaints without bias.
- Considering all aspects of a complaint to ensure that investigations follow the principles of procedural fairness.
- Responding to complaints in a timely manner.
- Ensuring that the process for investigation is transparent and confidential.

### PROCEDURES

A written record will be made of all complaints including:

- Contact details of the complainant.
- Nature of the matter including details of the complaint.
- Any advice provided and any action taken.
- A record of the complaint and how it was managed will be forwarded to the Principal and either of the Assistant Principals. The record will be filed in the College complaints register.
- A copy will be forwarded to the person responsible for following up the complaint.
- Where an investigation is conducted, a separate file is established and documents are included in relevant staff or student files.
- Complaints will be handled in accordance with relevant College policies.
- When the complainant is satisfied with the explanation given at the time of the complaint, no further action will be taken.
- Any person against whom a complaint has been made will be advised of the concerns and will be provided an opportunity to respond in line with the appropriate policy.



- If necessary, relevant information will be gathered, witnesses may be called and a recommendation will be made by the investigator regarding a resolution to the Principal.
- The proposed resolution will be communicated to the complainant, the person against whom the complaint was made, by the Principal or Assistant Principal.

## **APPEALS**

A person who is not satisfied that the matter has been resolved appropriately may choose to appeal to the Principal, if the Principal has not been involved in investigating the complaint or is not the person named as the source of the complaint. Otherwise, an appeal may be made in writing to the Chair of the Board.



## RECORD OF COMPLAINT

<b>Date complaint received</b>	
<b>Name of person/s making the complaint</b>	
<b>Contact number/s of complainant</b>	
<b>Email address of complainant</b>	
<b>Details of complaint</b>	
<b>Documentation received in relation to the complaint</b>	
<b>Name of College person receiving the complaint</b>	
<b>Complaint acknowledged in writing/ email/telephone call and date/s</b>	
<b>Name of person/s undertaking the investigation</b>	
<b>Investigation outcome</b>	
<b>Final resolution and action required</b>	
<b>Relevant staff, committee members, members notified</b>	
<b>Date complaint noted in complaints register</b>	
<b>Formal response provided to person/s making complaint</b>	
<b>Formal response provided to person/s subject of complaint</b>	
<b>Complaint used to address any service issues</b>	
<b>Record of complaint completed by</b>	

Distribution of record of complaint:

- Complaints register (original)
- Principal (copy)
- Assistant Principal (copy)