

Policy

Complaints Handling Policy

CONTEXT

St Michael's College is a Catholic School in the Lasallian tradition which is committed to the human and Christian education of the young, especially the poor through;

Community: The College is an inclusive and respectful community where each individual is known, valued and cared for, enabling them to feel confident to explore their curiosities, flourish and fully realise their potential.

Challenge: Individual growth is achieved through engagement, opportunity and recognition, underpinned by a positive learning culture that is authentic, challenging and supportive.

Choice: Through a quality Lasallian education, inspired by the Gospel and a concern for social justice, students are empowered to better choose who they become as people, learners and leaders in the world.

PURPOSE

St Michael's College recognises that from time to time there may be instances where individuals or organisations disagree with the way the St Michael's College has handled matters and may wish to lodge a complaint and or provide positive or negative feedback.

SCOPE

This policy applies to individuals or organisations and may include parents, students, suppliers, local residents and other external bodies with whom St Michael's has dealings.

DEFINITION

Complaints Handling presents an opportunity for the College to review and update processes and procedures. The College is fully committed to resolving complaints in an efficient, fair and timely manner and recognises that complaints handling procedures must be fair to the complainant as well as the person about whom the complaint is made.

STATEMENT

It is the policy of St Michael's College regarding the following matters.

The College will:

- acknowledge receipt of the complaint within two working days;
- treat all parties with sensitivity, respect and courtesy;
- investigate matters impartially and fairly;
- provide all parties with a response within 14 days, or provide interim information if a response is not yet available;
- provide clear reasons as to why any actions have been taken or are proposed to be taken;
- keep matters confidential;
- monitor the effectiveness of outcomes;
- provide a right of review to the Principal and Chair of the Board of Directors if the College's response to the complaint is not satisfactory;
- record the complaint and any action taken on the Complaints Register.

**Making a Complaint:**

A complaint or feedback may be provided to the College by phone, email, verbal or online via the College website.

If a complaint or feedback is received by email or phone then the person receiving the complaint will be required to complete the online form located on the Staff Admin Portal and attach any documentation received from the complainant.

Complaints Relating to Child Protection Incidents:

If concerns of this nature are raised by the complainant, the College's Policies and Procedures for Responding to and Reporting Child Protection Incidents should be followed.

RELATED POLICIES, PROCEDURES AND SUPPORT DOCUMENTS

This Policy is to be read in conjunction with the following documents:

- Protective Practices
- Grievance Policy - Employees
- Responding to Discrimination, Bullying and Harassment in the Workplace (CESA)
- ISO 10002:2014 International Complaints Handling Standard

REVISION RECORD

Approval Authority: Principal

Review Date: July 2021

Next Review: July 2022