



## ST. MARY'S THORNBURY

### COMPLAINTS RESOLUTION POLICY

#### **Rationale:**

St. Mary's school has both a desire and a responsibility to ensure that high standards of conduct are maintained by staff, students and parents 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:**

1. St. Mary's school seeks to provide a positive, harmonious and productive environment.
2. It is the principal's responsibility to provide a healthy and positive school environment that is free from discrimination and harassment. In doing so, the principal must ensure that all staff are aware of their rights and responsibilities.
3. 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 CEOM and CECV policies
4. It is incumbent upon the principal to act where unacceptable conduct is observed or brought to his or her attention.
5. A complainant may at any stage choose to take their complaint directly to an external agency such as the Victorian Independent Education Union, Victorian Equal Opportunity Commission, the Human Rights and Equal Opportunity Commission or the Ombudsman.
6. It is important that all complaints, ensuing procedures and outcomes are fully documented.
7. 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.
8. 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.
9. Full details regarding formal complaint procedures involving misconduct allegations against staff can be found in CEOM policy 2.20
10. The formal process involves: -

- Investigating the complaint including formal interviews, written statements, conveying the details of the complaint to the respondent in writing providing the opportunity for a written response.
  - Dismissing or accepting the complaint. Acceptance may involve the IR unit, verbal or written warnings, conciliation, or counselling etc.
  - Preparation of a detailed confidential report.
  - Monitoring of the situation.
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- All matters must be treated with utmost confidentiality, and professional respect at all times.
  - The Parish Priest should be kept informed of all complaints.

**Evaluation:**

This policy was reviewed in 2017 and due for re-evaluation in 2020 in line with School Improvement Plan