



Mother Teresa School

Complaints Policy

COMPLAINTS POLICY

Mother Teresa School is committed to:

- building a healthy and positive school environment that is free from discrimination and harassment;
- making staff, students and community members aware of their rights and responsibilities;
- communicating effectively; and
- resolving differences justly, efficiently and promptly.

Complaints which may involve reportable allegations (Child Protection complaints) must be resolved in accordance with the schools Child Protection policy.

We believe that most grievances can be avoided by clear communication. Whilst we accept our responsibility to consult and to communicate effectively, community members also have an obligation to read notices and newsletters, to attend meetings, and to seek clarification when required.

There may, however, still be times when members of the community disagree with or are confused about school decisions.

Definitions

Complaint: An expression of dissatisfaction with the service provided, a decision made or the performance of a staff member.

Complainant: A student, parent or community member making a complaint.

Implementation

1. People with complaints should contact the relevant staff member. An interview may be arranged. If the issue can be resolved the staff member makes a note of the conversation and the agreed action. A copy is given to the Principal.
2. If the response of the staff member is unsatisfactory or there is difficulty communicating the complaint is directed to the Principal. If the issue can be resolved the Principal makes a note of the conversation and the agreed action. Feedback is given to the staff member.
3. If the situation remains unresolved complainants are asked to complete a **Mother Teresa School Complaints Form** (see Attached).

If the complaint involves school policy it may be raised at a Community Council Meeting. This forum will not become involved in confidential or personal issues and will refer specific grievances about individuals to the Principal.

The person making a complaint has a right to:

- be heard;
- have the issue treated seriously;
- information about the process;
- be accompanied by support person at appointments to resolve grievances; and
- be informed about the decision and the reasons for the decision.

The person against whom the complaint is made has a right to:

- the identity of the person making the complaint;
- have time and opportunity to prepare a response;
- respond and have their response treated seriously;
- information about the process;
- be accompanied by support person at appointments to resolve grievances; and
- be informed about the decision and the reasons for the decision.

The Principal or delegate will act where unacceptable conduct is observed or brought to his or her attention. Formal processes will be used when informal processes have not been successful, a complainant seeks a formal process, or the Principal believes the complaint warrants formal investigation.

- All grievances are to be kept as confidential as possible.
- A low risk complaint requires a low level investigation which is fair to all.
- All discussions and processes involving formal grievances will be documented.
- The Principal exercises judgement about the response to anonymous complaints.
- The Principal will provide community members with appropriate contact names and numbers for Catholic Education staff if grievances are not resolved.

While parent complaints are to be dealt with at school level initially, in situations where no resolution is achieved, or where the concern is in regard to systemic policy or practice, a complaint can be made in writing to the Director of Catholic Education using the [CEO Complaint Notification Form](#).

| POLICY DATES | |
|-------------------------------------|------|
| Formulated & Implemented | 2016 |
| Next Review Due | 2019 |

Mother Teresa School

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**Mother Teresa
School**

Mother Teresa School Complaints Form

If you would like to make a complaint please make contact with the staff member concerned. If the complaint is unresolved please contact the Principal. If you wish to lodge a formal complaint, please complete the following details and hand this form to the Principal. We will make contact with you regarding your concern as soon as practicable.

| | |
|--|--|
| Name: | |
| Address: | |
| Phone: | |
| Complaint: | |
| How would you like this to be resolved? | |
| Signature: | |
| Date: | |