



St Francis Xavier Primary School

Concerns and Complaints Policy

Reviewed: November 2019

Ratified: November 2019

Next Review: 2023

RATIONALE:

The following policy aims to ensure that St. Francis Xavier Primary School Ballarat promotes open communication and positive relationships to achieve responsive, just and transparent processes.

SCOPE:

This policy applies to all members of the School community.

DEFINITIONS:

Concerns: a 'concern' is an issue of interest (because of its importance and effect) which is raised informally in order to improve or change a situation.

Complaints: a 'complaint' is an expression of grievance or resentment where the complainant is seeking redress or justice.

POLICY STATEMENT:

It is St. Francis Xavier Primary School's policy to provide a safe and supportive environment.

The School will:

- encourage early intervention to address issues or concerns
- ensure that behaviours destructive to positive relationships (such as bullying, harassment and discrimination) are identified
- ensure that complaints are dealt with consistently and in a fair and just manner
- identify patterns of unacceptable conduct
- provide avenues for facilitation of resolutions

CONSEQUENCES:

The consequences of this policy are that St. Francis Xavier Primary School Ballarat will establish and follow appropriate procedures for the handling of concerns and complaints

RESPONSIBILITIES:

The Principal and Leadership Team are responsible for the implementation of the policy

REFERENCES:

St. Francis Xavier Primary School Ballarat Vision and Mission Statement
St. Francis Xavier Primary School Ballarat Procedure for Handling Complaints 2020
Catholic Education Ballarat - BDSAC External Complaints Policy
St. Francis Xavier Primary School Ballarat Parent and Guardian Code of Conduct 2020