

St Francis Xavier Primary School

Procedure for Handling Complaints

Reviewed: September 2020

Ratified: September 2020

Next Review: 2025

Building a Safe and Supportive Environment at St. Francis Xavier Primary School.

How does a Complaints Procedure fit in?

St. Francis Xavier Primary School is committed to a safe and supportive environment. This is characterised by fairness, mutual trust, respect and reconciliation. Those in leadership positions have a key role in promoting an environment and building community based on these values.

A safe and supportive environment is developed when all members of a school community promote open communication, tolerance and positive relationships and embrace responsive, just and transparent processes. When clear preventative policies and practices are applied consistently and issues that can give rise to complaints are identified early, matters can be resolved before they escalate to the point where relationships are damaged. To promote positive and effective relationships all members of the school community are encouraged to recognise the distinction between personal and professional conflict so that appropriate relationships can be maintained, even where there might be disagreement.

Complaints and suggestions can be opportunities for growth and improvement. A community that is open to complaints and suggestions is characterised by signs of impartiality and confidentiality, respect for the dignity of those involved, and is proactive in ensuring there is no fear of victimisation. The processes in the Complaints Handling Procedure are to ensure procedural fairness, with a fair hearing and a reasonable decision.

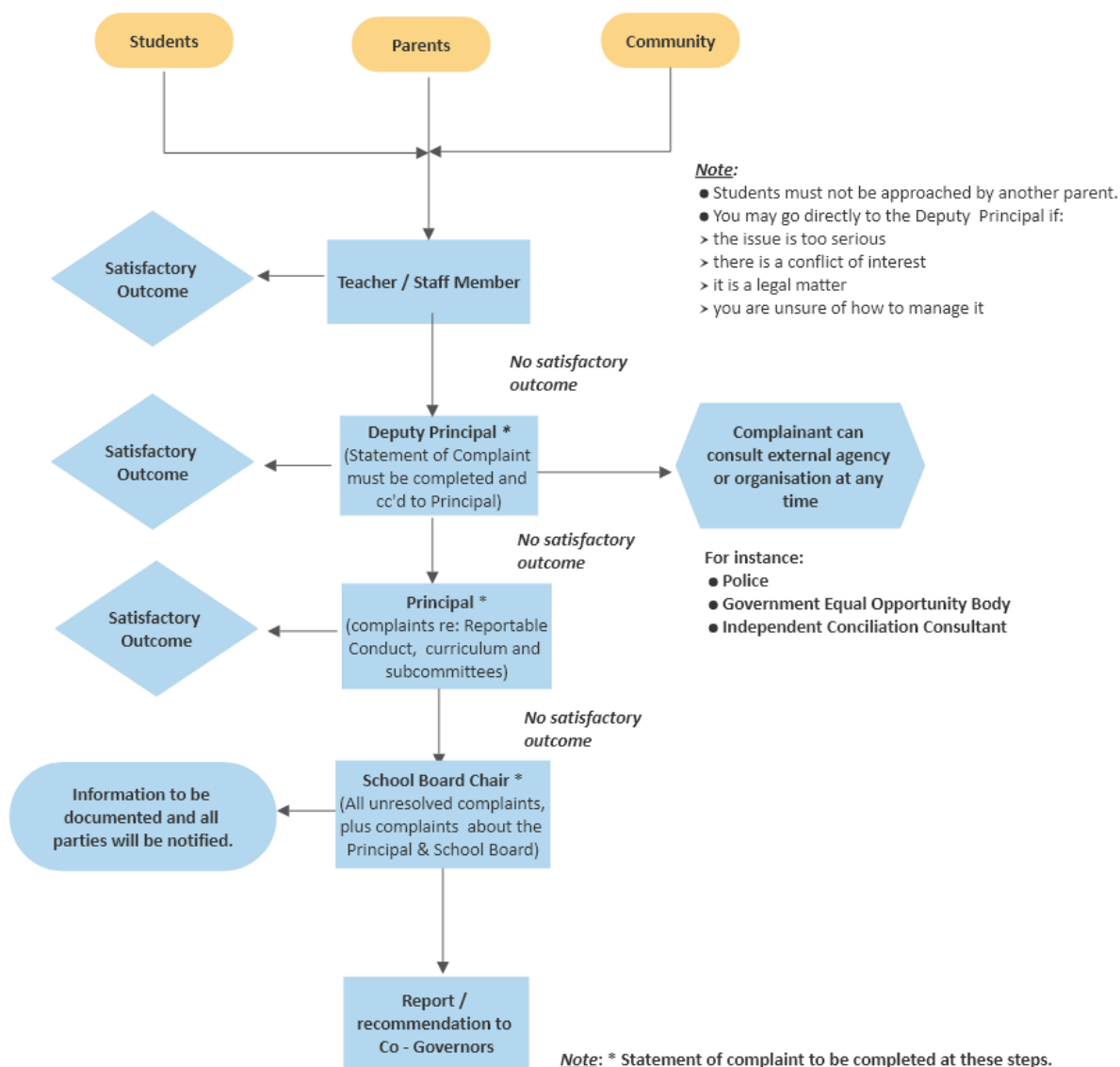
A Complaints Handling Procedure helps build a safe and supportive environment as it:

- encourages early intervention in issues before they damage sound relationships
- ensures that behaviours destructive to positive relationships (such as bullying, harassment and discrimination) are identified as being unacceptable and are appropriately managed
- ensures that complaints are dealt with consistently
- enables a school community to identify patterns of unacceptable conduct and enables prevention strategies to be developed and implemented
- encourages individuals, with support, to resolve issues directly without third party intervention, and reduces the likelihood that external agencies will need to be involved

This procedure forms an important element in the school's commitment to ensuring safe and supportive environments for our school community. Leadership teams are responsible for ensuring that it is explained, that the processes for raising matters of concern are well understood, and that the processes for responding to matters of concern are implemented.

Any complaint of a criminal nature such as "Failure to disclose", "Failure to protect" and "Grooming" offences or other offences must follow current legislative requirements.

School Process for Resolution of a Complaint





St. Francis Xavier Primary School, Ballarat

Statement of Complaint

1. Your details

Family Name		
Given Name(s)		
Address		
Phone Numbers	(home)	(work)
	(mobile)	

2. Are you a ... (Please tick box)

<input type="checkbox"/>	Student
<input type="checkbox"/>	Parent or Caregiver (Name of student)
<input type="checkbox"/>	Community Member
<input type="checkbox"/>	Other (Please specify)

3. Have you discussed your matter with a staff member? Yes No

If Yes, when?	Who dealt with the matter?
What was the result?	

4. Please give details of complaint and outcome you are seeking.

Date:	Signature:

In accordance with the Guiding Principles of the Catholic Education Ballarat - BDSAC External Complaints Policy 2014 and the St. Francis Xavier Primary School Ballarat Concerns and Complaints Policy 2015, complainants are bound by confidentiality in relation to this matter and agree to adhere to the process and maintain confidentiality until the matter is closed.

Privacy Notice:

The information provided on this form will be used by the school to follow up your complaint. The information may be provided by the school to the Catholic Education Office or School Governors who monitor the services provided by the school or to the police for law enforcement purposes. The provision of this information is voluntary. It will be stored securely. You may correct any personal information provided at any time by contacting the school office.