



ST STANISLAUS' COLLEGE

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COMPLAINTS & GRIEVANCES POLICY

Intended Audience: College Employees

NESA Reference: Registered and Accredited Individual Non-Government Schools (NSW) Manual 3.6.2

Distribution: College *Policies and Procedures Manual*, College Website

Responsibility for Policy:	Head of College
Policy Date:	December 2017

1. Policy Introduction and Purpose

The community of St Stanislaus College commits itself to creating and maintaining a safe and supportive environment, underpinned by Vincentian values.

When a member of the College community wishes to raise a complaint or grievance this policy ensures that it is responded to in confidence, and as soon as possible, with respect and procedural fairness for all involved.

2. Principles that govern this policy:

Complaints will be dealt with responsibly and confidentiality will be preserved.

Procedural Fairness: The principles of procedural fairness will be followed in all aspects of complaint handling. This includes:

- giving the complainant the opportunity to put forward a complaint
- offering reasonable assistance to enable the complaint to be made and to know the complaint handling procedures
- informing the respondent of the substance of the complaint investigation process including outcomes
- handling the complaint process confidentially
- responding to complaints as quickly as possible and advising the complainant and the respondent of the outcome of the investigation
- assessing the facts and circumstances of the situation objectively and determining the complaint fairly
- providing details of the determination and reasons
- informing the complainant and the respondent of any avenue for review

Parents and students have the opportunity to communicate complaints or grievances through direct contact by phone, email or through appointments at the College. Meetings are also organised at the College at which parents are welcome to express concerns or to suggest improvements in College processes for the benefit of their son.

The Head of College, Head of Boarding and other staff also make regular visits to areas in which boarding families live, to be involved in direct conversation with families.

Formal grievance procedures are in place in areas such as assessment processes for the Higher School Certificate.

3. Roles and Responsibilities

The relevant staff members responsible for addressing complaints and grievances in particular areas are as follows:

Classroom matters - the Classroom Teacher

General Pastoral Care/Wellbeing matters - the Tutor

Personal matters - the College Counsellor

Behaviour matters - a Year Co-ordinator/relevant Faculty Head

Academic matters - the relevant Faculty Head

Appeals on Academic matters - the Director of Curriculum

Boarding House matters – House Parent or Head of Boarding

Appeals on Behaviour matters - the Deputy Head of College

On matters where, after parents/students have accessed the above, and believe the concern has still not been resolved or addressed properly – the Head of College.

4. Procedures

Anonymous complaints will not be responded to by the College. Where an anonymous complaint concerns matters of Child Protection or a serious legal matter it will be forwarded to the appropriate authorities.

Complainants are encouraged to proceed as follows:

- **Approach the other party**

Where appropriate, the complainant is encouraged to try to resolve any complaint directly with the person/s concerned. This may be the easiest way of resolving the issue if the complainant feels comfortable speaking to the other person involved. The complainant needs to explain to the person concerned why their behaviour, decision or actions caused concern. Through discussion, the issues may become clear and the parties have a chance to address the problem. Many complaints can be resolved at this level.

- **Approach a member of staff designated to act on the specific matter.**

If the complainant is not comfortable approaching the person/s directly concerned or if they are not satisfied with the outcome, they may approach a member of staff designated to handle specific issues. A meeting can be arranged by the designated staff member to address the concerns and work towards a resolution of the problem.

- **If a parent has a complaint about a student other than their own son they should raise it with the relevant Year Coordinator.**

- **Make a formal complaint**

If the complaint is not able to be resolved directly or in the meeting process outlined above or if the complainant is not satisfied with the College response, the complainant may lodge a formal written complaint with the Head of College. It is advised that the Complaint or Grievance Lodgment Form be used (Appendix i). The Head of College or designated staff member will examine the issue and respond as follows.

- **Response of Head of College or Designated Staff Member who handles the Complaint**

As soon as possible after you report your complaint, the following will happen:

The Head of College or designated person receiving the formal complaint will obtain information from the complainant about the issue and document this information.

The Head of College or designated person will explain how the rest of the complaints procedure works (including what will be done to ensure procedural fairness).

As soon as possible after the initial interview, the Head of College or designated person will address the complaint(s) with the other party/parties. All parties are welcome to have a support person present at any meeting.

If more information is required, the Head of College or designated person may need to speak to witnesses.

If he/she decides to speak to witnesses, this should be done in such a way as to ensure confidentiality. In the interests of confidentiality, only relevant witnesses will be interviewed.

The Head of College or designated person will decide how the complaint should be resolved and will inform all parties.

The Head of College or designated person will inform the complainant in writing of the resolution and of any changes that will be made to procedures to help prevent this situation reoccurring.

The Head of College or designated person involved will monitor the situation for an appropriate period of time.

If a serious complaint/grievance is made about the Head of College, it will be addressed by the Chair of the College Board of Directors.

APPENDIX i

5. Complaint or Grievance Lodgement Form

1. YOUR DETAILS

FAMILY NAME: _____

GIVEN NAME: _____

ADDRESS: _____

PHONE NUMBER: (HOME) _____ (WORK) _____ (MOBILE) _____

2. Have you discussed your matter with a designated staff member?

- Yes No

If Yes when? _____

Who dealt with the matter? _____

What was the result?

3. Please give details of the complaint and outcome you are seeking.

Date: _____

Signature: _____

Please mail this form or hand it in at the College Office marked for the attention of the Head of College.

PRIVACY NOTICE:

The information provided on this form will be used by the College to follow up your complaint. 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.