



St Paul's Primary School

Complaints Handling Policy

St. Paul's Primary School recognises that from time to time there might be instances where individuals or organisations disagree with the way the School has handled matters and may wish to lodge a complaint. Such individuals may include parents, students, suppliers, local residents, and other external bodies with whom the School has dealings.

The School acknowledges that complaints present an opportunity to improve and is fully committed to resolving complaints in an efficient, fair and timely manner. The School recognises that its complaints handling procedures must be fair to the complainant as well as the person about whom the complaint is made. Accordingly, the School will:

- Acknowledge receipt of the complaint within **1** working day;
- Treat all parties with sensitivity, respect and courtesy and ensure procedural fairness is observed;
- Investigate matters impartially and fairly;
- Provide all parties with a response within **14** days, or provide interim information if a response is not yet available;
- Provide clear reasons as to why any actions have been taken or are proposed to be taken
- Keep matters confidential;
- Monitor the effectiveness of outcomes; and
- If the matter cannot be resolved at the school or if the complainant is not satisfied with the School's response the complainant may contact the school's regional manager.
- Appeals of the Principal's decision may be directed to the Catholic Education Melbourne Regional Manager as follows:
 - Manager, Northern Region- St. Paul's Primary School

Making A Complaint

Complaints of a school-based nature are best received at the school level, with parties involved expected to act in good faith and work together with respect and openness to achieve an outcome acceptable for all parties. We ask that, where appropriate, you first raise the matter directly with the relevant staff member or the Principal. If that is not appropriate or the complaint is about the principal, the complaint should be directed to the Parish Priest or the Catholic Education Melbourne Manager, Northern Region.

Northern Region

Cnr Howard & Rosslyn Streets

West Melbourne Vic 3003

Phone: (03) 8387 3200

Complaints Relating to Child Protection Incidents

There may, at times, be concerns or complaints relating to the School's Child Protection Program, for example regarding the School's management of a child protection incident.

When a child protection-related complaint is made, the School will first consider whether the complaint raises any concerns about unreported abuse and/or risk of abuse at the School.

If concerns of this nature are raised by the complaint, all School staff, the Principal, Volunteers, Third Party Contractors and External Education Providers will follow the Four Critical Actions for Schools Responding to Incidents, Disclosures and Suspicions of Child Abuse which are reflected in the School's Procedures for Responding to and Reporting Allegations of Child Abuse.

Child protection complaints that do not raise concerns of unreported abuse, or a risk of abuse at the School will be managed in the same manner as other complaints received by the School. The complaints will be recorded to ensure that any further developments relating to the same incident or issue are monitored.

Developed: 2017

Ratified: 2018

Reviewed: