St Michael's Primary School Manilla - Complaints Handling Policy & Guide

Policy

St Michael's Primary School welcomes feedback from all members of the school community and takes all complaints or concerns that may be raised seriously. This Complaints Handling Guide is designed to assist you to understand our complaints handling process.

What is a Complaint?

A complaint is an expression of dissatisfaction made to St Michael's Primary School, related to our services or operations, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected.

St Michael's Primary School Commitment

Our program includes the establishment of an online complaints management system which allows us to effectively capture, manage and report on complaints. Regular analysis of complaints received and the implementation of rectification action, where deficiencies are identified, are key to the School's commitment.

Guide

Informal Complaints Resolution

The vast majority of issues causing concern in schools can be handled quickly and in an informal manner. In most cases these issues can be resolved through informal discussions with appropriate staff members. Even if an issue is able to be resolved informally, all staff are required to log issues through our complaints management system so we are able to identify any systemic issues arising, and take appropriate rectification action.

How Do I Make a Formal Complaint?

If you have been unable to resolve a matter informally, or simply wish to make a formal complaint you can do so by any of the following means:

1.   Sending an email to kkeys@arm.catholic.edu.au

2.   Writing a letter to the School addressed to "The Complaints Manager".

All formal complaints will be logged into our online complaints management system and managed in accordance with the following procedure.

Our Internal Complaints Handling Process

Step 1 - All formal complaints are logged through our online complaints management system where they are screened by a nominated Complaints Officer, or in the case of complaints against the Principal by the CSO School Consultant.

Step 2 – All valid complaints will be acknowledged in writing, as soon as practicable, and allocated a status, priority and target resolution date. It is our policy, where possible, to resolve all disputes within 21 days.

Step 3 – The Principal shall appoint an appropriate person to conduct an investigation into the issues raised, following principles of procedural fairness, and make a recommendation.

Step 4 - Following the recommendation, if appropriate, the Principal shall formulate a resolution and provide a written response to the complainant. The matter will be closed if this response is accepted.

Step 5 - If the initial response is not acceptable the matter will be reviewed by the CSO School Consultant, who may seek additional information or submissions from the relevant parties. The CSO School Consultant or their delegate seek to resolve all disputes within 21 days from the date that the review process is initiated. The matter will be closed if the response of the CSO School Consultant is accepted.

Step 6 - All complaints received will be entered into our Complaints Register and, where appropriate, a corrective action request will be made to address any underlying processes which the complaints investigation revealed may require improvement.

Step 7 - If the matter remains unresolved, the complainant may pursue external resolution alternatives.

Confidentiality

Confidentiality applies with respect to both information relating to the person making the complaint, and, if relevant to a person against whom a complaint is made. The School is committed to maintaining the confidentiality of information throughout the complaints process.

Personally identifiable information about a complainant will only be made available for the purpose of addressing the complaint and (unless the complainant consents) will be actively protected from disclosure.