



Our Lady of the Way Primary School
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COMPLAINTS POLICY

RATIONALE

At *Our Lady of the Way School* we aim to work with all members of the school community to ensure that we do the very best we can to provide a productive, safe and enjoyable learning experience for our students and professionally fulfilling experiences of our staff. Our mission is to proclaim the Word of God and to be the lived example of Christ in the world. The purpose of this policy is to facilitate this mission.

Complaints & Grievances will be addresses professionally, competently and in a timely manner applying principles of natural justice, confidentiality and procedural fairness.

From time to time concerns may arise between different parties. The following procedures have been developed to effectively address those concerns.

PARENTS

Complaints and Grievances pertaining to classroom issues, or that relate to other children are to be dealt with by school personnel. It is not appropriate for parents to approach other parents, or their children, with the intention of resolving the issues. The first point of contact should always be the school.

The recommended procedure to be followed by parents is:

- The first point of contact is the child's class teacher. Contact the school office to make an appointment with the teacher concerned.
- If parents are not satisfied with the solutions offered, or believe that they have not been given a fair hearing, they are encouraged to make an appointment with the Co-ordinator or Assistant Principal.
- Should the issue remain unresolved after this time, then an appointment is made with the Principal to further discuss the issues. School based complaints are put in writing using the *Complaint Form* and the principal establishes a process to deal with the complaint by:
 - addressing the seriousness of the complaint;
 - assessing the appropriateness of each option for resolution;
 - keeping the resolution as close to the source of the complaint as possible.
- If the school leadership team does not resolve the matter in a timely manner, or parents believe the outcome is unacceptable, or the complaint is against the principal, parents should contact at the CEDP who has procedures for ensuring that complaints are handled fairly.

Please refer to the CEDP Complaints Handling Policy & Procedures 2010

STUDENTS

The recommended procedure for students is:

- When issues arise in the classroom, students are encouraged to speak to their class teacher in order to seek assistance in finding a resolution.
- Children encountering problems on the playground are asked to talk to the staff member on duty at the time of the incident. If they believe that their concern has not been adequately addressed they are encouraged to speak to their class teacher.
- Children have the right at all times to speak to the Co-ordinator, Assistant Principal or Principal, or any other staff member about issues, complaints or grievances they might have.

PROCEDURAL FAIRNESS

This policy is based on the principles of procedural fairness. Procedural fairness is a basic right of all when dealing with authorities. Procedural fairness refers to what are sometimes described as the 'hearing rule' and the 'right to an unbiased decision'.

The 'hearing rule' includes the right of the person against whom an allegation has been made to:

- *know the allegation related to a specific matter and any other information which will be taken into account in considering the matter;*
- *know the process by which the process will be considered;*
- *respond to the allegations;*
- *know how to seek a review of the decision made in response to the allegations.*

(p51 Registration systems and member non-Government Schools Manual 2004)

Our practices and procedures contribute to creating an environment where each person feels valued and respected and helps to develop in children a sense of self-worth and achievement. These include positive strategies to ensure that all forms of discrimination, harassment, bullying or racism are considered to be unacceptable in our school; because such attitudes do not support our belief in the dignity of each person.

Access to the CEDP Complaint Handling Policy & Procedures is available through the *Our Lady of the Way School* website under Parent Handbook: <http://www.OLOWemuplains.catholic.edu.au>

From time to time a notice will appear in the *Our Lady of the Way* Parent e-Newsletter, reminding families about complaint handling procedures.

BUDGET

A budget will be available for the professional development of staff and acquisition of resources, if required.

EVALUATION

The Principal, with delegated responsibility to the Leadership Team will be responsible for the planning, implementation and review of this policy.



2018 COMPLAINT FORM
Our Lady of the Way School, Emu Plains



1. COMPLAINANT DETAILS

Family name: _____ Given name(s) _____
 Contact details: _____

2. YOU ARE: (PLEASE TICK)		3. THE COMPLAINT IS ABOUT EVENTS AT: (PLEASE TICK AND GIVE DETAILS)	
Student	<input type="checkbox"/>	A school	<input type="checkbox"/>
Parent/carer	<input type="checkbox"/>	CEDP office	<input type="checkbox"/>
Staff	<input type="checkbox"/>	Specify location and address:	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>		

4. DETAILS OF THE COMPLAINT

(Please attach additional page if space is insufficient. You may also attach further documentation if you wish.)

5. DETAILS OF THE OUTCOME BEING SOUGHT

(Please attach additional page if space is insufficient.)

6. ANY PREVIOUS CONCERNS ABOUT THIS ISSUE RAISED WITH A STAFF MEMBER? (PLEASE TICK)

No <input type="checkbox"/>	Yes <input type="checkbox"/>
If yes, when:	
Who dealt with the matter?	
What was the result?	

Signature: _____ Date: _____

Office use

For matters which are resolved at intake:
 Advice/Action:
 Options: Self-resolution Assisted resolution Mediation Intervention
 Investigation Systems improvement
 Outcome:

Date matter is finalised:

Name of complaint handler..... Signature:

For matters which need further action:
 Referred for: Further assessment to Director System Performance Team Leader Employment Relations other
 Referred to: Name:

Referred by: Name: Signature:

Date: