

## COMPLAINTS POLICY

### RATIONALE

Baradene College of the Sacred Heart provides an education with a Special Character reflecting its Catholic faith and five goals.

Baradene College wishes to deal fairly, justly and appropriately with all complaints in its school community, in keeping with the Society of the Sacred Heart Goal, *“Building Community as a Christian Value”*.

### PURPOSE

1. To resolve complaints fairly and professionally - this should be done in a cooperative and timely manner.
2. To protect the rights of complainants by:
  - a) acting promptly to resolve the dispute or complaint;
  - b) ensuring that they are not harassed for having laid a complaint.
3. To protect the rights of staff by:
  - a) ensuring the complaints are fairly investigated and decisions are made on the basis of properly evaluated evidence; (refer to Complaints Against Staff Policy)
  - b) ensuring that the process complies with the procedure set out below and relevant contractual provisions and the Protected Disclosures Act.
4. To protect the rights of students by:
  - a) ensuring that complaints are fairly investigated and decisions are made on the basis of properly evaluated evidence;
  - b) ensuring that a process is in place so that the student does not suffer adversely as a result of making a complaint.

### PROCEDURE

1. Complaints are to be made in writing or in person to the Principal.
2. Documentation of complaints will begin when the complaint is received by Baradene College of the Sacred Heart.
3. The recipient of any complaint is required to communicate this to the Principal through the Complaints file in the first instance except where specifically provided for under the Protected Disclosures Act.
4. Other parties e.g. class teacher, middle management, Board of Trustees Chairperson, are informed at Principal's discretion and appropriate action taken at that point as required.
5. In cases of complaint against the Principal which remain unresolved in the first instance, a formal written complaint must be made to the Board of Trustees' Chairperson.
6. The complainant is informed by the Principal or Board of Trustees' Chairperson of the outcomes.
7. For some complaints, outside mediation may be sought from organisations such as School Trustees Association, PPTA, etc.
8. In dealing with complaints, Baradene College of the Sacred Heart will act in accordance with conditions of the relevant and current employment contract(s) and laws.
9. The school newsletter and website will publish this policy annually.

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