**Managing Complaints and Grievances
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 **Rationale:**

• All members of the school community are responsible for ensuring that their own behaviour contributes to an environment which is free from discrimination and harassment. All members are obliged to observe standards of equity and justice in dealing with other members of the community, to treat each other with respect and to refrain from all forms of harassment

**Aim:**

• To provide a harmonious, positive and productive school environment.

• To ensure that complaints are managed and resolved fairly and efficiently

**Implementation:**

* Complaints will be dealt with in line with the governance model of the School. Under Cannon Law, the Parish Priest is responsible for the School. The Principal is the Parish Priest's delegate, responsible for the operations of the School. As such, the Principal is required to use local complaint resolution procedures (as outlined in this Policy), where appropriate, for resolving complaints in relation to issues that fall within the school's area of responsibility. The Principal will refer all cases of serious misconduct - sexual offences, criminal charges, mandated reportable issues, other serious issues, to appropriate agencies such as the Catholic Education Office, Department of Human Services and Victoria Police.
* From time to time there may arise an issue about which an individual may wish to register their concern. In these situations we ask that the following protocol be observed:
* If the issue concerns a classroom matter, please make an appointment to discuss your concerns directly with your child's teacher as the first point of discussion. An appointment is required as lengthy impromptu discussions can eat into valuable class time and become a matter of student supervision.
* Issues of concern regarding the school's curriculum policies may be addressed directly to the Principal.
* Any concerns relating to issues within the Charter of the School Advisory Committee should be put in writing and will be taken to the School Advisory Committee by the Principal.
* Any concerns relating to fundraising, social activities and uniform requirements may be addressed by contacting or writing to the Principal.
* Should the issue remain unresolved, or the outcome is unsatisfactory an appointment may be made at the School Office to discuss the matter with the Principal. The Principal may choose to respond to complaints through an informal process where the complaint is minor, the complainant wishes the matter to be dealt with informally, or the complaint has risen as a result of unclear communication.