



# Managing Complaints

## Statement of Practice

### Rationale

In keeping with our Mission and Vision to be a community of harmony, we are committed to listening to our community and resolving issues respectfully. We value constructive feedback and see it as an opportunity for growth and improvement across all schools in our system.

Complaints should be addressed promptly, openly, and fairly to maintain trust, increase satisfaction, and strengthen positive relationships in the wider community. Staff are encouraged to foster an open culture where cooperative and genuine efforts are made to resolve any valid concerns.

### Aim

This Statement of Practice outlines the process for managing complaints effectively while protecting the rights of all parties and working toward solutions that serve the best interests of everyone involved.

### Implementation and Procedure

#### Initial Resolution

Most complaints can be resolved quickly by speaking directly with the staff member concerned. Parents/carers should contact the school to arrange a suitable meeting time to discuss the matter.

#### Escalation to the Principal

- If the matter cannot be resolved directly, parents/carers may request a meeting with the Principal.
- It is helpful to provide concerns in writing (via email) beforehand so the Principal can investigate and make informal inquiries prior to the meeting.

#### Commitment to Consultation

- All staff are expected to maintain a culture of consultation and open dialogue, ensuring constructive feedback is valued and acted upon.

#### Further Escalation

- In rare cases where the matter remains unresolved after discussions with the Principal, the complaint may be referred to the Catholic Education, Archdiocese of Canberra and Goulburn (CECG), depending on its nature.
- Complaints involving systemic policy or practice should be made in writing to the Director of Catholic Education.

## Fair and Confidential Handling

- All complaints will be handled fairly, confidentially, and by CECG personnel without any conflict of interest.

## Rights of the Parties

### The complainant has the right to:

- Be heard and have the issue taken seriously
- Receive information about the process
- Be accompanied by a support person in meetings
- Be informed of the decision and the reasons for it

### The person against whom the complaint is made has the right to:

- Be informed of the complaint and the identity of the complainant
- Have time and opportunity to respond
- Have their response taken seriously
- Receive information about the process
- Be accompanied by a support person in meetings
- Be informed of the decision and the reasons for it

## Principal's Responsibilities

- Act promptly when unacceptable conduct is observed or reported.
- Use formal processes when informal resolution is unsuccessful, requested, or warranted.
- Document all discussions and retain written complaints securely.
- Treat all complaints with strict confidentiality.
- Provide CECG contact details for unresolved grievances.
- Handle anonymous complaints with professional judgment.
- Follow Child Protection – ACT/NSW policies for any reportable allegations.

## CECG Related Policies

<https://cecg.sharepoint.com/sites/CECGPolicy>

Complaints Policy

Complaints Process Summary

Routine Complaints Investigation Procedure

**Approved by:** St Michael's School Leadership

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