



# ST. PETER'S PRIMARY SCHOOL

## COMPLAINTS RESOLUTION POLICY

### **Rationale:**

- St Peter's has both a desire and a responsibility to ensure that high standards of conduct are maintained by staff and students at all times, and that complaints are managed and resolved fairly, efficiently, promptly and in accordance with relative legislation.

### **Aims:**

- To provide a harmonious, positive and productive school environment.
- To resolve complaints fairly, efficiently, promptly and in accordance with relative legislation.

### **Implementation:**

- St Peter's seeks to provide a positive, harmonious and productive environment.
  - It is the Principal's responsibility to provide a healthy and positive school environment that is free from discrimination and harassment. In doing so, the Principal must ensure that all staff are aware of their rights and responsibilities.
  - All cases of serious misconduct – sexual offences, criminal charges, or other serious incidents – must be addressed in line with the Reportable Conduct procedures and policy.
  - It is incumbent upon the Principal to act where unacceptable conduct is observed or brought to his or her attention.
  - A complainant may at any stage choose to take their complaint directly to an external agency such as the Independent Education Union Victoria and Tasmania, Victorian Equal Opportunity Commission, the Human Rights and Equal Opportunity Commission or the Ombudsman.
  - It is important that all complaints, ensuing procedures and outcomes are fully documented.
  - The Principal may respond to a complaint through an informal process in cases where:
    - the complaint is minor
    - the complainant wishes the matter to be dealt with informally
    - the complaint has arisen from lack of adequate communication.
  - Formal processes will be used when informal processes haven't been successful, a complainant seeks a formal process or the Principal believes the complaint warrants formal investigation.
  - The formal process considers procedural fairness and involves:
    1. Investigating the complaint including formal interviews, written statements, conveying the details of the complaint to the respondent in writing
    2. Providing the opportunity for a written response from the respondent
    3. Dismissing or accepting the complaint. Acceptance may involve the Conduct & Ethics Branch, verbal or written warnings, conciliation, counselling or consequences
    4. Preparation of a detailed confidential report.
    5. Monitoring of the situation.
  - Parties dissatisfied with the process can appeal to the previously mentioned external agencies.
  - All matters must be treated with utmost confidentiality and professional respect, at all times.
- Evaluation:**
- This policy will be reviewed as part of the St Peter's review cycle.

This policy was ratified in June 2018