

Raising a Concern or Making a Complaint

We encourage all members of our school community who may wish to submit a concern or complaint to:

- Carefully consider the issues you would like to discuss.
- Remember you may not have all the facts relating to the issues that you want to raise.
- Think about how the matter could be resolved.
- You are welcome to have a support person to assist you.

When addressing a complaint, it is expected that parents, guardians and/or carers and school personnel will:

- show respect and understanding of each other's point of view.
- operate within applicable legislation.
- acknowledge that their goal is to achieve an outcome acceptable to all parties.
- act in good faith and in a calm and courteous manner.
- recognise that all parties have rights and responsibilities which must be balanced.

Ascertain who the concern or complaint is about:

Student

Staff Member

Parent

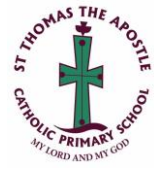
Principal



Child Safety and Abuse Complaints.

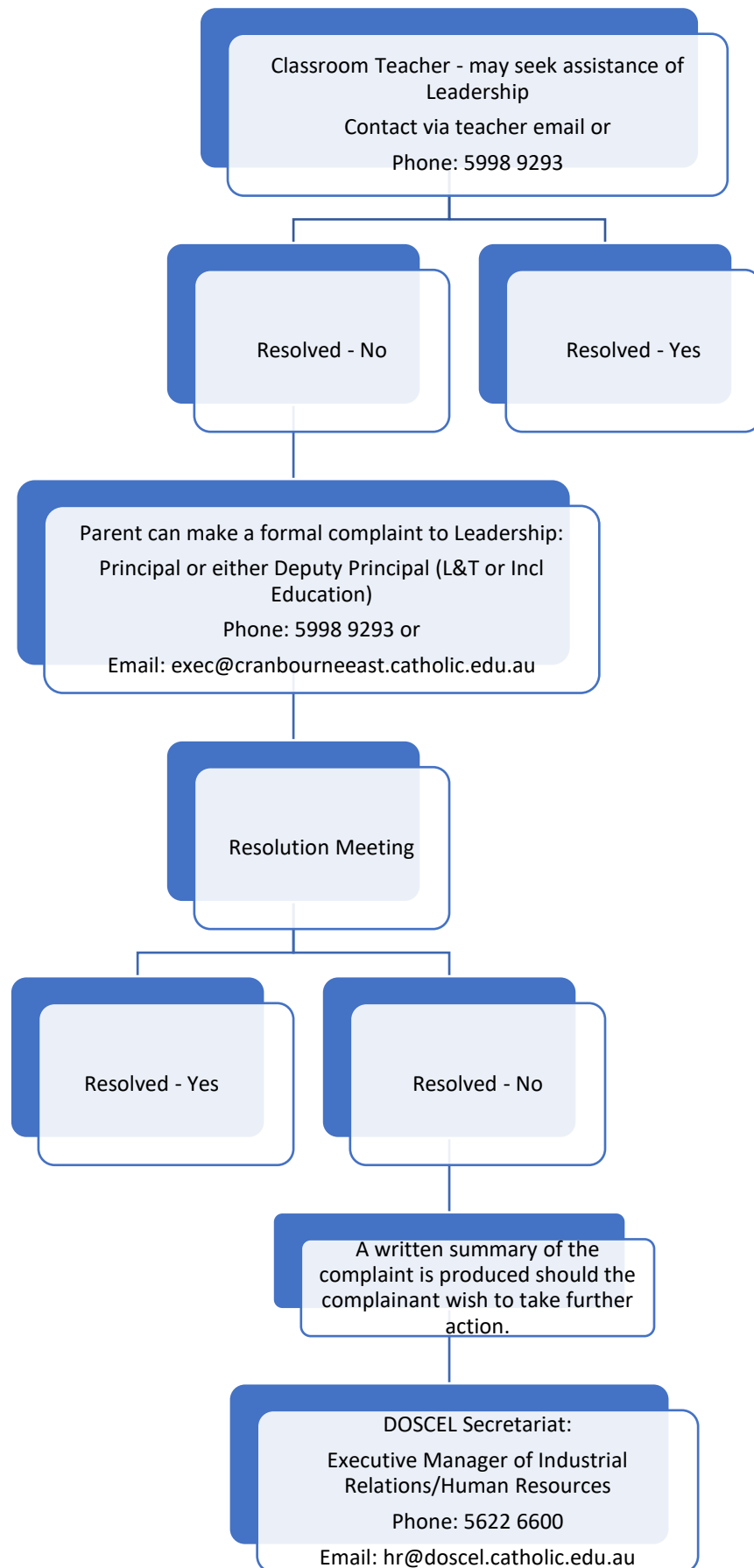
Complaints, concerns, or reports relating to suspected or alleged child abuse should be reported to the principal of the school or to the school's Child Safety Champion. Such reports are managed in accordance with DOSCEL's and the school's Child Safety policies and procedures.

The legal requirement to report suspected cases of child abuse and neglect is known as mandatory reporting. Mandated persons in DOSCEL include registered teachers, school principals, school counsellors, registered psychologists, and people in religious ministry.



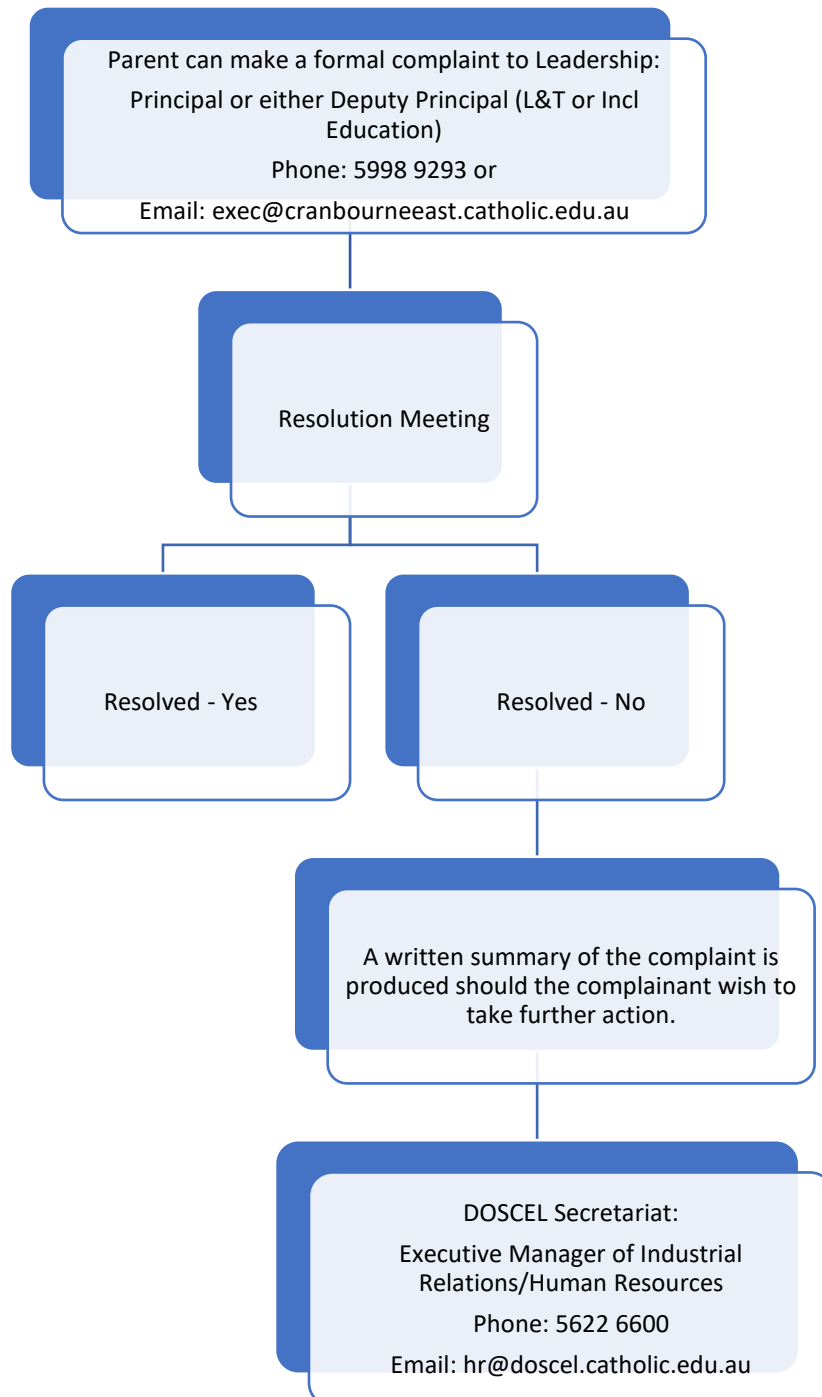
Student

Concerns in the first instance should be directed to the classroom teacher. The classroom teacher will in turn escalate the concern through a member of Leadership if the concern cannot be resolved.



Staff Member

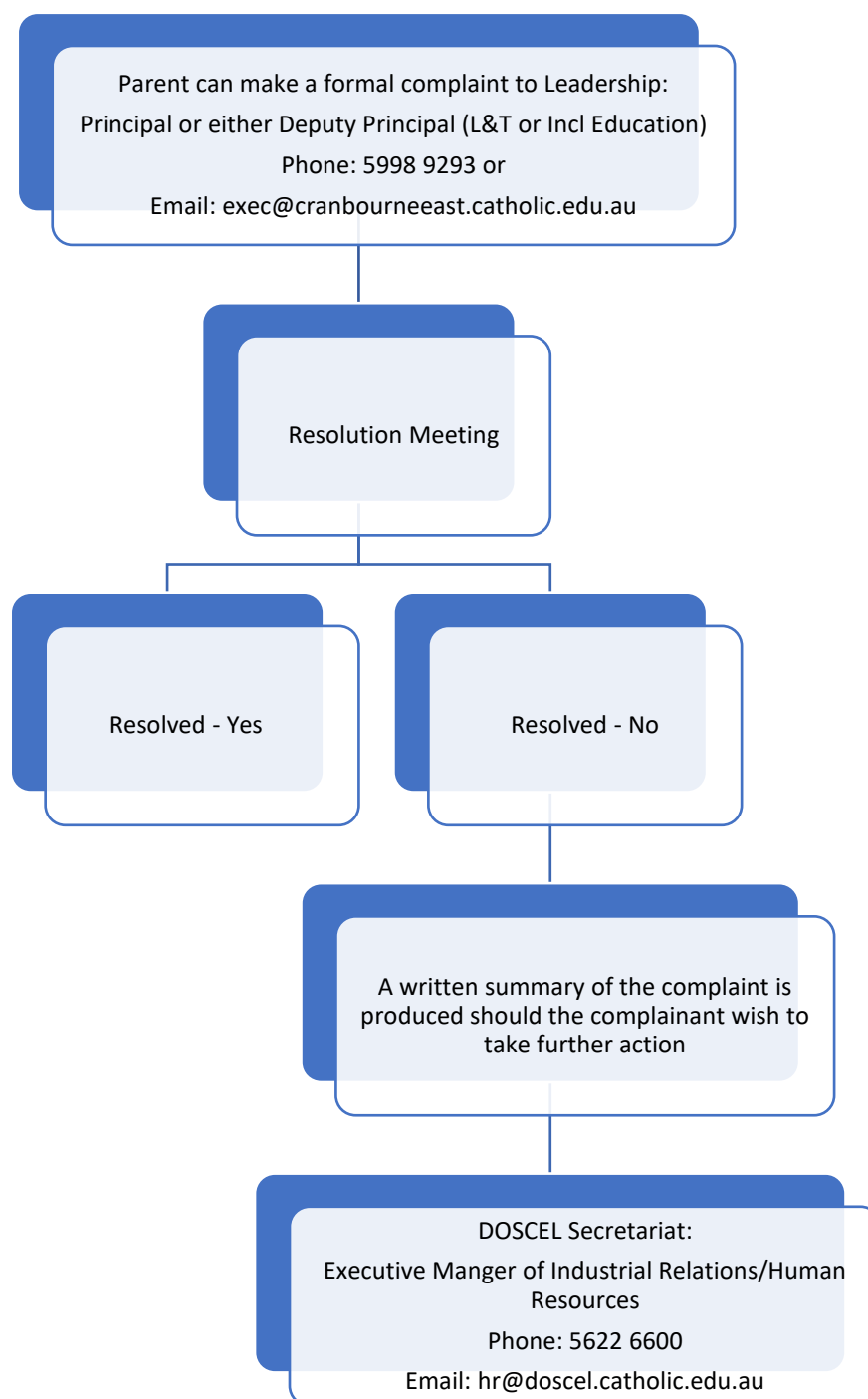
Concerns and/or complaints about staff members (not including the Principal) can be made directly to the Leadership Team.



Should the complaint remain unresolved, refer to the steps for the Principal to escalate the complaint to the Chief Executive Officer, DOSCEL or an external agency.

Parent

Concerns and/or complaints about members of the school community, other than students or staff members, can be made directly to the Leadership Team.



Should the complaint remain unresolved, refer to the steps for the Principal to escalate the complaint to the Chief Executive Officer, DOSCEL or an external agency.

Note: All complaints of alleged misconduct or serious misconduct by a teacher or staff member once reported to Leadership is then reported by Leadership to the Chief Executive Officer, DOSCEL.



Principal

Concerns and/or complaints about the Principal of the school can be made directly to the Diocese of Sale Catholic Education Ltd Secretariat.

