

Complaints Policy

Overview	<p>In a Catholic school, pastoral care involves concern for the growth and wellbeing of both staff and students. At Caroline Chisholm Catholic College we are committed to ensuring that all staff and students work in an environment where mutual respect is both conveyed and promoted. We strive to be a community of faith, hope and love where communication takes place in an environment of transparency, respect, compassion, acceptance and inclusion in the interests of all staff and students.</p> <p>The purpose of this policy is to promote the pastoral care of teachers and students, as well as meeting our obligations of addressing the legitimate concerns of those within our community. It is important that all staff and students are aware of the potential impact their behavior and actions have on others.</p> <p>This policy focuses on different types of complaints including: student/staff member; staff member/staff member; staff member/leadership.</p> <p>Complaints can be quite diverse, ranging from a student stating that they are being unfairly treated by a staff member or by another student, to complaints relating to workplace bullying. Complaints can also be made formally in writing or informally by simply raising a complaint in a discussion.</p>
Definition of area	<p>A complaint is an expression of dissatisfaction with an action taken, decision made, service provided or handling of an issue at Caroline Chisholm Catholic College.</p>
Caroline Chisholm Catholic College's Policy	<p>This policy is based on a number of guiding principles and goals.</p> <ol style="list-style-type: none">1. This policy recognizes that if there is a practice which is detrimental to student wellbeing or learning or staff professional relationships, then this situation needs to be addressed.2. Response to complaints should at all times respect the dignity of the individuals involved.3. Complaints require a response rather than a reaction.4. Appropriate assistance and guidance may be necessary in some cases for parents, students and staff to express their concerns in a clear and balanced fashion. This assistance may come from a Learner mentor, classroom teacher, counsellor or colleague.5. Staff involved will need to exercise professional judgment and discretion as to the degree of gravity of a complaint and the manner and level at which it should be handled.6. There is the belief that those making complaints do so in good faith and do so honestly.7. The aim is to re-establish or improve the professional relationship between the two or more parties involved, e.g. student/teacher, teacher/teacher, parent/teacher and teacher/administration.8. The aim is to develop a better understanding of and sensitivity towards our professional relationships, including an appreciation of each person's personal style and experience.
Strategies & procedures	<p>Caroline Chisholm Catholic College recognises that the implementation of whole of college strategies is the most effective way of communicating about and on behalf of the College.</p>
Workers' Responsibility	<p>All workers are responsible to:</p> <ul style="list-style-type: none">• Read and understand this policy• Abide by and support this policy, its procedures, principles and goals.
Implementation	<p>This policy is implemented through a combination of:</p> <ul style="list-style-type: none">• Staff training;• Staff information;• Effective record keeping procedures; and• Initiation of corrective actions where necessary.
Discipline for Breach of Policy	<p>Where a staff member breaches this policy Caroline Chisholm Catholic College will take appropriate action.</p>
Related Policies, Procedures, Guidelines and Documentation	<p>Types of Complaint</p> <ul style="list-style-type: none">Anonymous ComplaintsInformal ComplaintsFormal Complaints