



CONCERNS AND COMPLAINTS PROCEDURE FOR PARENTS/CARERS

St Francis Xavier College is committed to providing a safe and supportive environment where everyone is treated with respect, fairness and dignity. We aim to resolve concerns or complaints in a supportive, conciliatory environment.

Purpose

The purpose of this Procedure is to provide clarity around raising concerns or making a complaint at St Francis Xavier College. This Procedure facilitates the effective and timely management of all complaints reported to the College.

Procedure

At St Francis Xavier College, we acknowledge that parents/carers can, at times, feel concerned about their child's education or about something they believe is happening in their child's school. We will listen and take complaints seriously, respond to complaints within a reasonable time and take appropriate action with the full knowledge of all parties concerned.

When addressing a complaint, it is expected that parents/carers and College 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.

Parents/Carers are entitled to raise concerns and are encouraged to do so. The subject of your complaint may be a student, staff member or College policy/procedure.

Parent/Carer complaints are best addressed in an environment where parents/carers feel able to voice issues concerning the education and welfare of their children. This is reflected in:

- open, two-way communication within the College
- clear roles and responsibilities for all members of the College community
- realistic expectations about what can be achieved by the College

STEP 1

- Decide whether the problem is a query, a concern or a complaint. Seek clarification by contacting the College. This will ensure the issue is directed to the most appropriate person to assist in addressing the issue.
- Identify the issue clearly. If there is more than one, list them to ensure that the extent of the problem is clear.
- Communicate your concerns calmly.

STEP 2

By telephone

Speak to the person most closely concerned with the issue, as he/she may be able to address the issue quickly. This will usually be the subject or Care Group teacher. However, you may prefer to direct more serious concerns to a more senior member of staff, for example the Head of House, the Director of Learning Culture or the Deputy Principal.



In writing

As above. Please provide all details including your name, address and contact details. If you have made a concern or complaint in writing we will respond to your concerns as soon as is possible.

In person

Contact the College to arrange a mutually convenient time with the appropriate staff member. In many circumstances, the person you contact will need to discuss the matter further with other staff. You may be invited to a meeting with the appropriate staff member. A letter or report may be sent to you following such a meeting. This will tell you of the outcome of your concern. It will outline the conclusion, the reasons for it, and any action taken or proposed.

Please note that St Francis Xavier College maintains records all complaints.

STEP 3

Possible outcomes

1. The complaint is justified and the College takes appropriate action e.g. apology, mediation, change of policy/procedure).
2. The complaint is not justified/substantiated – the decision stands.
3. In some circumstances arriving at a resolution is not possible.
4. We hope that you will feel satisfied with the outcome, or at least that your concerns have been fully and fairly considered. However, it is sometimes necessary for the Principal to administer an outcome for the welfare of all parties concerned.
5. Complaint escalation - when a parent/carer is not satisfied with the manner in which their complaint has been treated by the school, or their complaint is about the Principal of the school, the parent/carer can contact CEO Sale.

Confidentiality

Your complaint or concern will be treated in a confidential manner and with respect.

Occasionally, it may be necessary to make third parties outside the College aware of the complaint and possibly identify those involved. This would only be likely to happen where, for example, a child's safety was at risk.

Confidentiality shall be maintained at all stages of the complaint procedure with communication limited to those people who need to be informed in order to resolve the complaint.

While information relating to specific complaints will be kept confidentially on file, please note anonymous complaints will not be pursued.

Related legislation

All concerns and complaints must be addressed in line with legislative and regulatory frameworks which include:

- Education and Training Reform Act 2006 (Vic)
- Education and Training Reform Regulations 2017 (Vic)
- Charter of Human Rights and Responsibilities Act 2006 (Vic)
- Privacy and Data Protection Act 2014 (Vic)
- Equal Opportunity Act 2010 (Vic)
- Wrongs Act 1958 (Vic)
- Disability Discrimination Act 1992
- Disability Standards for Education 2005
- The Privacy Act 1988



Related Policies

- DOSCEL – Complaints and Grievances Management Policy
- DOSCEL – Resolving Parent/Guardian issues and concerns
- Child Protection and Safety Policy
- Child Safety – Code of Conduct
- Student Pastoral Care Policy
- Parent-School Relationships Code of Conduct
- VIT Code of Conduct
- Privacy Policy

Status of Procedure:	
Manager Responsible: Deputy Principal- Community Engagement	
Implementation Date	Date: November 2019
Post Implementation Review:	Date: March 2022
Approved by: College Executive	Date: September 2019



DOSCEL Complaint Management Flowchart

