



# Complaints and Grievance Policy

## Preamble

Mount St Benedict College is committed to developing an educational and organizational culture based on mutual trust and respect. We are committed to providing a safe and supportive work and learning environment for all employees and students.

The College acknowledges that students, parents and community members may sometimes have a complaint about a decision, behaviour, act or omission that they feel is unacceptable or affects them adversely. This policy provides a process for parents, students and members of the wider community to raise a complaint related to any practice or policy of the College

## Objectives

This policy will work towards the achievement of the following objectives:

- to ensure that College practices and policies are consistent with the College Mission and Vision Statement;
- to resolve complaints and grievances as far as possible to the satisfaction of both the complainant and the College;
- to ensure that complaints and grievances are investigated without bias;
- to consider all aspects of a complaint or grievance and to ensure that investigations follow the principles of procedural fairness;
- to respond to complaints and grievances in a timely manner.

## Principles

This policy is based on the following principles:

- Complaints will be investigated in a fair and impartial manner;
- A person facing a complaint is entitled to know detailed information about the substance of the complaint and have the opportunity to respond;
- Confidentiality will be observed;
- The complaints management process will be respectful of all parties;
- Persons making a complaint will not be victimised or sanctioned in any way;
- Complaints will be addressed in a timely manner and the complainant will be advised if the matter cannot be finalised within one month.

This policy is available on the College website and in hard copy form from College Reception.

March 2015

Ratified by the College Board

March 2018

Date for Review

## **COMPLAINTS AND GRIEVANCE POLICY PROCEDURES**

Persons with complaints may choose to deal with the situation personally or contact the College.

### **THE INTAKE PROCESS**

All College personnel who are responsible for taking an enquiry or complaint will make a written record of the following details:

- Contact details of the complainant;
- Nature of the matter including details of the complaint (what is the matter, who is involved, when it happened, where it happened, any contextual information) and the resolution that is sought;
- Any advice provided;
- Any action taken including referral of the complaint.

This record will be forwarded to the person responsible for assessing how the complaint is to be managed (either the Principal or an Assistant Principal). The record will be filed in the College Complaints Register.

A copy of the record will be forwarded to the person responsible for following up the complaint or enquiry.

Where an investigation is conducted, a separate file is established or documents are included in relevant staff or student files. When the enquiry is finalised, the result is noted and filed with the original record.

### **ADDRESSING COMPLAINTS**

When the complainant is satisfied with the explanation given at the time of making the enquiry or complaint, no further action will be taken, unless it is required under other school policies.

Complaints will be handled in accordance with relevant policies and procedures e.g. Student Management Guidelines, Child Protection Policy, Employee Disciplinary Procedures.

Any person against whom a complaint has been made will be advised of the concern and will be provided with an opportunity to respond. Relevant information will be gathered from witnesses. Once all the information has been collected the person undertaking the investigation will make a recommendation regarding a resolution to the Principal.

The proposed resolution will be communicated to the complainant, and any person against whom the complaint was made, by the Principal or Assistant Principal.

### **APPEALS**

A person who is not satisfied that a matter has been resolved appropriately may choose to appeal to the Principal. If the Principal has been involved in investigating the complaint, or is not the person named as the source of the grievance, an appeal may be made in writing to the Chair of the Board.