

# Complaints Handling Policy

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## INTRODUCTION

Stuartholme School is a Year 7 – 12 Catholic day and boarding school for girls enriched by the philosophy and traditions of Sacred Heart Education, which give expression to its five goals – to educate to:

1. A personal and active faith in God.
2. A deep respect for intellectual values.
3. The building of community as a Christian value.
4. Social awareness which impels to action.
5. Personal growth in an atmosphere of wise freedom.

## PURPOSE

The purpose of this policy is to ensure that student, parent, employee or other stakeholder complaints are dealt with in a responsible, efficient, effective, transparent and fair way.

## SCOPE

The policy applies to all complaints made by students, parents, employees, contractor, volunteer or member of the community. Where there is any inconsistency with the Student Protection Processes and Guidelines, the Student Protection Processes and Guidelines will apply.

Exclusions:

- Complaints relating to Student Protection should be addressed to the Principal. If the concern relates to the Principal, the Chair of the Stuartholme School Board in line with our Student Protection Processes & Guidelines.
- Student bullying complaints - Stand Up to Bullying Guidelines.
- Student discipline matters, including matters involving suspension or expulsion, - Student

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The School views complaints as part of an important feedback and accountability process. Stuartholme School acknowledges the right of students, parents and employees to complain when dissatisfied with an action, inaction or decision of the School and the School encourages such feedback. The School recognises that time spent on handling complaints can be an investment in better service to students, parents and employees.

Complaints made and the response to them must reflect the ethos enshrined in the Goals of Sacred Heart Education. Complaints will be addressed in accordance with the principles of natural justice.

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- maintain and respect the privacy and confidentiality of all parties
  - will not victimise or act in reprisal against any party to the complaint or any person associated with parties to the complaint.

## Employees Receiving Complaints

- act in accordance with the School's Complaints Handling Policy and Guidelines
- inform the party raising the concern or complaint how complaints can be lodged, when they should be lodged and what information is required
- provide the complainant with information about any support or assistance available to assist them in raising their concern/complaint
- provide the complainant with a copy of the School's Complaints Handling Policy and Guidelines
- maintain confidentiality
- forward concerns/complaints to more senior employees, including the Principal, as appropriate
- not victimise or act in reprisal against the complainant, respondent or any person associated with the matter of concern.

## Principal

- ensure the compliant handling system is operating in accordance with this Policy and associated procedures/guidelines
- inform the School Board of any serious complaints and reporting at least annually on all complaints.

## School Board