



COMPLAINTS AND GRIEVANCE RESOLUTION

RATIONALE:

This policy describes the process for effectively managing complaints whilst protecting the rights of all parties involved and seeking a solution to the problem in the best interests of all affected.

POLICY:

A commitment to respond positively to feedback ensures that people have the opportunity to contribute to the continued improvement of the St Bede's.

Staff demonstrate a commitment to ensuring that a culture of consultation and open dialogue is nurtured at every level, giving every member of the school community the opportunity to express dissatisfaction as well as satisfaction. When a complaint is unable to be resolved at school it will be passed on to CE. In all disputes procedural fairness will be implemented.

Complaints are addressed responsively, openly and in a timely manner. Staff develop an open expectation of a cooperative and genuine effort to resolve any valid complaint.

This policy does not seek to limit the rights of any person under common law or legislation in the relevant jurisdiction.

In all matters the educational wellbeing of students is the first priority.

Persons receiving complaints:

- are respectful and helpful
- give the person their undivided attention
- are not defensive or apportion blame
- remain positive
- avoid perceiving anger as a personal attack.

When a staff member receives a verbal complaint they:

- listen carefully to the issues being raised
- summarise the issues to clarify and check that they understand
- where appropriate empathise and acknowledge feelings, without commenting or agreeing on the substance of the complaint
- tell the complainant that they may use the support of a third party in progressing the complaint
- assure the complainant that an appropriate staff member will address their complaint



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- tell the complainant what will happen with their complaint.

When recording a complaint received verbally, staff:

- use objective language clearly stating the facts
- place information in chronological order
- use clear, explicit, unambiguous language, as close to the language used by the complainant as possible
- do not add any details
- do not use any language which indicates a bias.

Written complaints are acknowledged briefly and promptly in writing within five working days.

Complaints received through a solicitor, legal advisor or insurer, or other complaints of a potentially litigious nature are referred to the appropriate officer at CE immediately. Persons receiving complaints:

- are respectful and helpful
- give the person their undivided attention
- are not defensive or apportion blame
- remain positive
- avoid perceiving anger as a personal attack.