ST BEDE'S
PRIMARY SCHOOL

Complaints

Statement of Practice

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A complaint is an expression of dissatisfaction relating to St Bede's Primary School Red Hill and/or Catholic Education Archdiocese of Canberra & Goulburn, that requires a response.

Rationale

St Bede's Primary School is committed to ensuring that student, parent, employee, and other stakeholder complaints and compliments are dealt with in an efficient, effective and responsive way which reflects the School's values. The School acknowledges that members of our school community have the right to complain when they are dissatisfied.

Supporting Documents & Policies Links

The CECG Complaints Policy

Related policies
Child Safety and Wellbeing Policy
Mandatory and Voluntary Reporting Policies (ACT and NSW)
Reportable Conduct Policies (ACT and NSW)
Routine Complaints Investigations Policy
Reportable Conduct and Workplace Misconduct Investigation Procedure
Privacy Policy
Discrimination, Bullying, and Harassment Policy
School and ELC Bullying Policy
Record Keeping Policy

Background

St Bede's Primary School recognises that:

• Effective handling of complaints and compliments can lead to improved student outcomes and the quality of educational services.

• Efficient handling of complaints can enhance the parent – student – community partnership.

• Sensitive handling of complaints can impact positively on public perceptions of the School.

• Careful complaint handling should reinforce staff trust in the management of the School.

• Effective handling of complaints can continually improve the School's internal systems and controls.

Beliefs:

•Every student has the right to learn and feel safe, secure, valued and respected.

•Families and teachers work together in partnership.

•All members of our school community are expected to demonstrate responsible behaviour at all times.

•Every member of our school community has the right to feel safe and secure.

•All members of our school community will treat each other with courtesy and respect.

•We must follow clear guidelines available to all members of the school community on how to deal with all aspects of complaints or grievances.

Complaints will be addressed professionally, competently and in a timely manner, applying principles of natural justice and confidentiality, and ideally will be resolved closest to the source of the complaint.

Receiving Complaints

- **Complainants presenting in person –** Staff will field the complaint and refer if necessary. The subsequent information will be provided to the principal or assistant principal to be managed.
- **Complainants via phone or email –** Staff receiving the information will document the complaint. All information is provided to the principal or assistant principal to be managed if required.
- The **school community** will be reminded of procedures via the school newsletter in regularly.
- **Documentation-** Complaints will be documented in the Complaints Register on SharePoint.
- Complaints will be managed in accordance with CECG guidelines and procedures.

Generally, student complaints will be processed through school based procedures relating to pastoral care or student management. The CECG Complaints Policy may be used in matters assessed as more serious in nature and involving an adult as one of the parties (e.g. a complaint by a student against a teacher, teacher against a student, or by a parent on behalf of their child). Staff complaints will be handled in accordance with CECG guidelines and procedures.

Compliments

1. Compliments are expressions of praise, encouragement or gratitude about service, staff, management and/or a program.

2. Compliments provide valuable feedback about the level of satisfaction with service delivery and are a valuable indicator of the effectiveness of a service.

3. Compliments impart useful insights about aspects of the School that are meaningful to students, families, and the wider community.

4. Compliments provide an opportunity to recognise the efforts of staff, foster a culture of excellence and boost morale.

Procedures

Compliments

1. In the first instance parents are asked to offer praise to the relevant staff member directly.
2. Compliments submitted in writing are shared with the Leadership Team and staff member.
3. Compliments relating to events or programs are shared with all staff in the administration meeting or similar gathering.
4. Compliments relating to students are shared at student assemblies.

Informal Complaints Procedure

1. In the first instance, St Bede's Primary School requests that there is an attempt to resolve an issue informally. Often, a telephone call or email contact can clarify matters to the point where mutual understanding is sufficient to defuse an issue.

2. A call to Reception (02 6295 6559) would direct a complainant to the best person to discuss concerns.

Complaints- Statement of Practice updated	March 2024
Author	Andrew Casey Principal
School Registration Completed	

APPENDIX A

School Newsletter Advice

Reminder for our school community: If, at any time, you find that you have a concern with St Bede's Primary School, you are encouraged to come to the school and speak with the teacher/s, assistant principal and/or principal, to identify your concern.

It is our aim to work with all members of our school community to ensure we do the very best to provide a productive, safe and enjoyable learning experience for our students and professionally fulfilling experience for our staff.

If you would like to raise a concern, the Catholic Education Office has guidelines for ensuring that complaints are handled fairly.