**Rationale**

To ensure that the rights of all members of the Trinity Catholic School community are respected and upheld, there needs to be a process for effectively managing complaints whilst protecting the right of all parties involved and seeking solution to the problem in the best interests of all affected.

**Aim**

To develop and implement clear, fair and effective policy on the management of complaints.

To respond positively to critical feedback ensuring that people have the opportunity to contribute to the continued improvement of Trinity Catholic School.

To demonstrate a commitment to a culture of consultation and open dialogue that is nurtured at every level, giving every member of the school community the opportunity to express dissatisfaction as well as satisfaction.

To address responsibly, compassionately, openly and in a timely manner to increased levels of dissatisfaction.

To maintain harmonious relations in the wider community.

To attempt cooperative and genuine efforts to resolve any valid complaint.

**Definitions**

Complaint: An expression of dissatisfaction with the service provided, a decision made or the performance of staff.

Complainant: A student, parent, teacher or community member making a complaint.

**Implementation**

1. At Trinity Catholic School we encourage all community members to voice their concerns to relevant parties in an effort to reach a harmonious solution.

2. It is recommended that when complaints are being ‘aired’ that a third or fourth person be present to take notes, offer suggestions or maintain a calm and cooperative atmosphere.

3. All participants in a ‘complaint meeting’ are present under the understandings of confidentiality, respect and with a real desire to reach a solution.

4. Any notes or minutes recorded at the meeting will be distributed to participants and a copy will be kept in the Principal’s file.

5. The Principal or the Principal’s delegate should be in attendance at all ‘complaint meetings’.

6. If the meeting, becomes unproductive, abusive or violent then it be immediately adjourned until another time. If this should happen a CEO representative will be asked to attend the next meeting.

7. If a mutually beneficial solution cannot be achieved, the complainant may take the course of action explained below through the Catholic Education Office.

8. Any person making a complaint about Trinity Catholic School or its members will not be discriminated against in any future dealings.

9. Complaints that are resolved satisfactorily after an initial meeting will be followed up in an appropriate time frame by contacting all parties concerned and receiving feedback as to the success of the resolution.

**Types of Complaints**
- **Parent against Teacher** – Approach the teacher concerned → Take the concern to the Principal → Principal meets with teacher concerned → Principal seeks advice from the CEO → Principal facilitates meeting between parents and teacher → Parents take the complaint to the CEO.

- **Student against Teacher (not in relation to child protection)** Principal interviews student and teacher separately → Principal talks to student’s parents → Principal facilitates meeting between teacher and student (parent/s present).

- **Parent against Parent** → Principal interviews both parties separately → Principal facilitates meeting between both parties.

- **Teacher against Teacher** → Principal interviews both parties separately → Principal facilitates meeting between both parties.

- **Any party against the Principal** → Meet with the party concerned ask the Assistant Principal to be present.

### CEO Complaints Policy

- Complaints which may involve reportable allegations (Child Protection complaints) must be resolved in accordance with [Child Protection – ACT/NSW Policies](#).

- While parent complaints are to be dealt with at school level initially, in situations where no resolution is achieved, or where the concern is in regard to systemic policy or practice, a complaint can be made in writing to the Director of the Catholic Education Office using the [Complaint Notification Form](#).

- Normally, all complaints should be handled by personnel with no links to the issue of concern using a fair, unbiased manner to facilitate transparency and objective assessment of the situation under consideration.

- The person about whom a complaint is made must be given opportunity to respond to the complaint.

- Staff dealing with a complaint must protect the confidentiality and privacy of those involved by ensuring relevant information is accessible only to those with a genuine need to know.

- Complainants should be confident that there will be no discriminatory action taken against them as a result of a complaint being lodged.

- Complaints should be monitored to track the nature, frequency and resolution details for future reference. Written complaints are to be acknowledged promptly in writing.

### Evaluation

This policy has been created and implemented by the staff as part of the Trinity Catholic School Policy and Procedure Manual. It will be reviewed in 2014.