

Our Lady of the Rosary Student, Parent and Guardian Complaints Management Policy



Purpose

Complaints are an important source of information for our school in identifying issues and risks and improving processes and systems. There may be times when members of our school community have a genuine grievance. Such times are an opportunity for information gathering, reflection and evaluation which can lead to new knowledge and understandings while respecting the dignity of all concerned. We must be accountable for our actions while maintaining right relationships.

Rationale

This policy will ensure that complaints from students, parents and guardians are managed consistently and in accordance with the Australian Standard on complaints management (AS/NZS ISO 10002:2014 – Guidelines for complaints in organisations) and relevant legislation.

Policy Statement

Our Lady of the Rosary School is committed to effective complaints management by managing student, parent and guardian complaints in an accountable, transparent, timely and fair manner, while protecting the health and safety of staff through proactive management of unreasonable complainant conduct.

Principles

In managing a complaint from a student, parent or guardian, the following principles apply:

- People focus: build trusting relationships by respecting individuals and the community. Students, parents, guardians and staff have a right to voice complaints.
- Accessibility: information on how and where to make a complaint is available and easy to access.
- Local resolution: resolve complaints promptly and at the point of receipt, where possible.
- Responsiveness: prioritize and resolve complaints in a fair and timely manner with complainants informed of progress in the complaints handling process.
- Objectivity and fairness: apply procedural fairness and withhold judgement.
- No detriment: students, parents, guardians and staff are not adversely affected because they have made a complaint.
- Learn, improve, grow: improving services by learning from complaints.
- Accountability: employees know, and exercise, their roles and responsibilities.
- Confidentiality: complaint information is confidential and managed in accordance with Australian Privacy Principles within the Privacy Act 1988 (Cth).