RESOLUTION OF COMPLAINTS POLICY

FREQUENTLY ASKED QUESTIONS

Where can I access an outline of this process?
The SCS Resolution of Complaints Policy is available at www.sydcatholicschools.nsw.edu.au. School resolution procedures can be found on the school website.

I have a concern regarding my child’s education. How do I lodge a complaint?
The vast majority of complaints are best addressed and managed at school level. Contacting your child’s school is the best way to get your complaint resolved quickly.

My concern regards a teacher; will they know about my complaint and/or treat my child differently as a result?
All members of the school community are committed to resolving parents’ concerns in a professional manner which respects the needs of all the parties involved. No student will be treated adversely because of a complaint made by their parent. While staff members have a right to be informed of formal complaints made regarding them, information obtained during the course of investigation of complaints will be treated as confidential. Other staff members will only be given information where their advice or counsel is required, or where there are implications for future practice or safety. Principals may exercise their discretion as to how information is shared and with whom.

What if my complaint is sensitive, concerns the school Principal, or has potential legal/criminal implications?
These complaints can be directed to the Regional Consultant by contacting the Regional Office.

What if I am unhappy with the resolution of my complaint?
Requests can be made in writing to the Regional Consultant requesting an independent review of the decision. The Regional Consultant will assess the complaint to determine whether a review is required.

How fast can I expect a response to my complaint?
Complaints received at school level can be dealt with more quickly. More complex complaints will require increased response time. All parties are committed to a timely response, and mutual patience is appreciated.

GUIDING PRINCIPLES

Resolving concerns and complaints satisfactorily within a framework of dignity, respect and truth can provide powerful opportunities to model the love of Christ in the reality of our contemporary world.

- Confidentiality, access, dignity and impartiality form the basis of the complaints resolution process
- Stakeholders must work together with respect and openness to achieve fair and reasonable decisions
- Complaints resolution is most effective at the school level
- Each parent/caregiver has the right to be heard and to expect that ongoing relationships will continue respectfully
- Complaints will be resolved as quickly as possible
- The input of all stakeholders is valued and respected
- Restoration of ‘right relationships’ is most often best achieved through ‘restorative practice’.

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Children are entrusted into the care of their school community in the belief that they will be formed and educated according to the Catholic tradition. Within the reality of the schooling experience, it is recognised that, from time to time, misunderstandings and differences of opinion will occur, and that these need to be resolved satisfactorily. Addressing such matters within a framework of dignity, respect and truth can provide powerful opportunities to model the love of Christ in the reality of our contemporary world.

* Assessment of a complaint as ‘significant’ depends on the complexity of circumstances and the interrelationships of factors. Examples could be:  
  - a significant breakdown of relationships in the school community has occurred, so that the matter cannot be addressed at this level  
  - there are potential legal or criminal implications.

Eastern Regional Office: (02) 8344 3000  
Inner Western Regional Office: (02) 9643 3600  
Southern Regional Office: (02) 9772 7000