



Complaints and Grievances

At St Anthony's we acknowledge that there will be times when disagreements and differences of opinion occur. It is our responsibility to ensure that there are processes in place where people can make a complaint and/or seek resolution to serious grievances. As a systemic school within the Canberra Goulburn Archdiocese we strictly adhere to the [CECG Complaints Policy](#).

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

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

Purpose

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.



COMPLAINTS AND GRIEVANCES – Statement of Practice

At St Anthony's Primary School we adhere to this policy document to ensure we implement a clear, fair and effective process for the management of complaints. A commitment to respond positively to critical feedback ensures that people have the opportunity to contribute to the continued improvement of the St Anthony's School community. It is expected that all staff will demonstrate a commitment to ensuring that a culture of consultation and open dialogue is nurtured at every level, giving every member of St Anthony's and the school community the opportunity to express both dissatisfaction and satisfaction.

Complaints need to be addressed responsively, openly and in a timely manner to increase levels of satisfaction and to maintain harmonious relations in the wider community. Staff are encouraged to develop an open expectation of a cooperative and genuine effort to resolve any valid complaint.

Procedures

Complaints (a child, parent or community member) which may involve reportable allegations (Child Protection complaints) must be resolved in accordance with the [Catholic Education Student Safety and Wellbeing policies](#).

Many complaints or issues can be resolved informally at the school level with no need to follow a prescribed process. However, appropriate practice and procedure in dealing with complaints must be clearly communicated to the community, especially for situations which are more complex.

The first point of contact for complaints should be made by parents requesting an interview with the staff member to discuss concerns. (In this situation parents should be encouraged to first bring the complaint to the staff member concerned as open discussion often removes the need for a formal complaint). If a resolution cannot be reached through this interview process parents may wish to take their complaint to the Assistant Principal or Principal. If it is a formal complaint directed against a staff member this should be directed to the Assistant Principal or Principal. Where no satisfactory outcome is achieved and the matter needs to be taken for further deliberation, Catholic Education may be contacted.



COMPLAINTS AND GRIEVANCES – Statement of Practice

All formal interviews between staff and parents should be documented and kept on file. The record of interview should include date and time of interview, who is present at the interview, main discussion points and procedures followed to find a resolution.

While parent complaints are to be dealt with at the 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 and the CE Complaints Policy will be followed.

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 an 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.

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