



## Complaints Procedures

These procedures follow the established *Relationships Policy* and will be followed for all complaints except those which are superseded by procedures mandated by Brisbane Catholic Education Policy and Procedures (eg Bullying and Sexual Harassment and Child Protection).

### **Procedures:**

- Complaints may be received in written or verbal form:
  - When *written* complaint is received, it should be dated and signed by the receiver.
  - When *verbal* (either telephone or in person) complaint is received, the person receiving the complaint should take notes. These should include: Complainant's name and contact details, nature of the complaint and should be dated and signed by the person receiving the complaint.
- Where the complaint is received by an employee other than the Principal, the person receiving the complaint should fully inform the Principal expeditiously. Staff members will be strongly encouraged to keep their own notes at all times. All parties should be reminded about confidentiality and discretion.
- At this point, the Principal will implement mandated procedures (eg Child Protection or Bullying and Sexual Harassment) where appropriate or the Complaint's Procedures as outlined below.
- Complainant should be informed of the procedures to be implemented and be assured of expedient response to the complaint.
- Where possible, the complaint should be dealt with on a same day basis or within the shortest possible timeframe allowing for thorough investigation to take place.
- The principal or delegate will gather all necessary and relevant information from students, staff, parents or other involved parties. Notes will be kept on each interview/discussion.
- When in possession of fullness of information, the Principal (possibly in collaboration with others) will decide upon appropriate response\|s to the complaint.
- The complainant is provided with comprehensive feedback on the results of the investigation and receives an explanation of action/consequences to follow. This feedback may be verbal and\|or written.
- The Principal informs all personnel, as appropriate, of outcomes and consequences.
- Action/consequences will then be implemented and monitored by the appropriate person\|s.
- Comprehensive notes should be kept at all stages of the process. A copy of these should be placed in the appropriate student and\|or staff file and a copy kept in the *Complaints' File* which is kept in the Administration Office.

- Relevant parties should be followed up on their level of satisfaction with the process and the outcome. This information should be added to the file notes.