

SECTION: Administration
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NAME: Marist-Sion College
Complaints Resolution Procedure
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PREAMBLE

We know that, at both the interpersonal and group level, mistakes will be made, misunderstandings will occur, sensitivities will be offended, and professional differences will arise. Expressing our **mutual forgiveness** from time to time helps us keep our mission life-giving for ourselves and for those we serve.

In the Footsteps of Marcellin Champagnat, n. 44

At Marist-Sion College we believe that the social, emotional, moral, spiritual and physical wellbeing of our students is pivotal to student health, safety, learning and success.

Marist-Sion College Child Safety Code of Conduct

Marist-Sion College has both a desire and a responsibility to ensure that high standards of conduct are maintained by staff and students at all times, and that complaints are managed and resolved fairly, efficiently, promptly and in accordance with relevant legislation.

When addressing a complaint, it is expected that all parties will:

- show respect and understanding of each other's point of view
- operate within applicable legislation
- acknowledge that the goal is to achieve an outcome acceptable to all parties
- act in good faith and in a calm and courteous manner
- recognise that all parties have rights and responsibilities which must be balanced

In accordance with the Complaints and Grievance Management Policy the following procedure applies to complaints about the school, which might be made by students, parents/guardians, members of staff or the general public.

1. Who to contact

In the first instance, a complaint should be raised with the school, except when the complaint is about the Principal.

Contact the staff member who is most relevant to the issue, he/she may be able to address the issue quickly. However, you may prefer to direct the matter to a more appropriate member of staff, for example the Class Tutor, Head of House, Deputy Principal or the Principal. You can make contact by telephone, in writing or by appointment.

Complaints about the school Principal should be referred to the Executive Manager: Industrial Relations and Human Resources, Catholic Education Office Diocese of Sale who will assist in finding an appropriate solution.

2. Once a complaint is received

Marist-Sion College will respond to and address all complaints that are received.

In less serious matters, provided that it is safe for all parties, those involved will be encouraged to deal with the issue informally. Normally this would mean that the relevant people would discuss the issue of concern with the intention of reaching an amicable resolution, with a third party present if this is requested by one or more parties.

Formal processes will be used when informal processes haven't been successful, if a complainant(s) seeks a formal process, or where the complaint warrants formal investigation.

Formal complaints are to be provided in writing. The written statement conveying the details of the complaint will be provided to the respondent. All complaints ensuing procedures and outcomes will be fully documented.

A complaints officer will be assigned responsibility for investigating the complaint. The complaints officer will normally be one of: the Principal, a Deputy Principal or the Business Manager. In more serious cases, the College may refer to the Diocese of Sale Catholic Education Limited (DOSCEL) or another appropriate body.

The details of the complaint will be provided in writing to the respondent(s), and he/she will be provided with the opportunity to make a written response. The process of investigation will include formal interviews of the complainant(s), respondent(s) and any relevant witnesses, and consideration of written statements and other available information.

No further action will be taken when the complainant is satisfied with the explanation given at the time of making the complaint or enquiry except when the complaint refers to matters that must be investigated under Child Protection legislation or are criminal.

3. Time frame

It is expected that all complaints received will be dealt with as soon as possible.

Written complaints will be acknowledged in writing with three working days of receipt and a formal process for resolution will be arranged and advised.

4. Outcomes

If the complaint is proved, the following are possible outcomes:

- a written apology or expression of regret
- a change of decision
- an official warning
- counselling
- disciplinary action

If the complaint is unproved (not enough evidence), possible outcomes are:

- relevant training for all staff and/or
- monitoring of behaviour of employees.

If the complaint is unsubstantiated, the following are possible outcomes:

- counselling for the person(s) who made the complaint;
- a written apology
- an official warning
- disciplinary action

The Principal will ensure that the decided outcome has occurred and will also assess the effectiveness of the outcome from time to time.

5. Appeal

Where a complainant(s) believes that the procedure has not been followed properly, or that the outcome is unacceptable, an appeal may be lodged by contacting DOSCEL.

6. References

- A17 Complaints and Grievances Management Policy – DOSCEL
- A17 Addendum 2 Resolving Parent/Guardian Issues and Concerns – DOSCEL