

## STUDENT, PARENT AND CARER COMPLAINTS

The purpose of this fact sheet is to outline Sydney Catholic Schools processes for managing concerns and complaints from students, parents and carers.

### 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.

- Students, parents and carers have a right to voice complaints.
- Complaints are to be resolved promptly and at the point of receipt, where possible.
- Complaints will be handled fairly, objectively, and confidentially.
- Students, parents and carers will not be adversely affected by making a complaint.
- Complaints help us to improve our services.
- Restoration of 'right relationships' is most often best achieved through 'restorative practice'.

### RESPONSIBILITIES

The Principal has delegated responsibility for the everyday operations of the school, in accordance with Sydney Catholic Schools policies, procedures and guidelines.

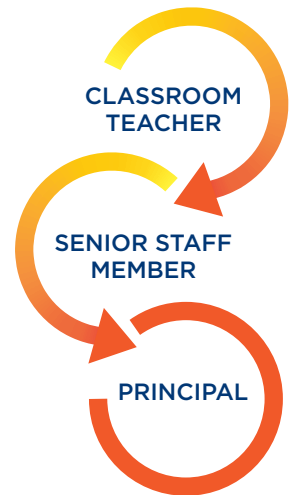
Student, parent and carers responsibilities are as follows:

- Work with school employees to resolve the complaint.
- Provide the school with a clear description of the complaint and desired outcome.
- Provide all relevant information and documentation to the school when the complaint is made.
- Understand that resolving complaints may take some time.
- Inform the school of changes affecting the complaint.
- Cooperate in a respectful way with school employees and understand that unreasonable conduct may lead to the complaint not being processed.



### HOW TO MAKE A COMPLAINT

1. In the first instance, the student, parent or carer makes an appointment to talk with a teacher, or other school employee, and they work together to resolve the complaint.
2. If the matter cannot be resolved, the student, parent or carer talks with a senior school employee e.g. Assistant Principal, Coordinator or other nominated school employee, and they work together to resolve the complaint.
3. If the matter cannot be resolved, the student, parent or carer talks with the Principal and they work together to resolve the complaint.
4. If the matter cannot be resolved, the student, parent or guardian talks with the Principal and they work together to resolve the complaint.



### REQUEST FOR REVIEW

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.

Complaints about the Principal must be submitted in writing to Sydney Catholic Schools, PO Box 217, Leichhardt NSW 2040 or via email to [parentcommunity@syd.catholic.edu.au](mailto:parentcommunity@syd.catholic.edu.au).

### RESPONSE TIME FRAMES

The time required to resolve a complaint depends on the complexity and nature of the complaint, as well as employee availability. Receipt of a complaint will be acknowledged as soon as possible.

Additional time may be required if a complaint is submitted toward the end of a school term, or outside of school terms.

### MORE INFORMATION

Contact the school office and visit the Sydney Catholic Schools website.