



St Francis de Sales
COLLEGE

**COMPLAINT RESPONSE AND
RESOLUTION
PROCEDURE**

Principal: Gavin McGlaughlin

A handwritten signature in black ink, appearing to read 'Gavin McGlaughlin', is written over a horizontal line.

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1. VISION STATEMENT

St Francis de Sales College aspires to be a leader in education serving the Adelaide Hills community. Grounded in our Catholic values and in partnership with families, all community members are known and loved as an individual made in the image of God.

Providing a contemporary and inclusive education, relationship and engagement empowers students to be self-motivated creative and courageous learners.

Our students' growth mindset inspires them to achieve their personal best in all aspects of their school life and develops confident graduates eager to impact their local and global community.

2. OUR MISSION

"Be who you are and be that well" - St Francis de Sales

3. SCOPE AND PURPOSE

This procedure relates to complaints about decisions and action undertaken in the provision of education and care services by St Francis de Sales College.

4. RATIONALE

Procedures for addressing complaints are important for our community so that dialogue and empathy can be utilised in a transparent, formalised process that values the voice of all community members. It aligns with the College Community Commitment that prioritises respectful relationships where all community members feel safe and supported.

5. PROCEDURES

5.1 To lodge a complaint, complainants should:

- Contact the relevant person at the level closest to the area of concern and outline (either in writing or verbally) their concerns. See Appendix 1 to identify the most relevant person to contact
- Clarify the issue – be clear about the matters to which the complaint pertains
- Include all the relevant facts relating to the circumstances of complaint
- Be prepared to speak further with the person subject to the complaint to discuss the complaint in more details, as required
- Allow the relevant person(s) sufficient time to take the steps required to resolve or address the concerns
- If the issue is not addressed to the satisfaction of the complainant, it should be escalated through College staff as indicated in Appendix 1
- If the issue is unable to be resolved at the local school level, then complainants can make contact with the Catholic Education Office via the CESA website or email to 'intake@cesa.catholic.edu.au'.

5.2 Following receipt of a complaint, the person responding to the complaint will endeavour to:

- acknowledge the complaint in a timely manner and make the complainant aware of the complaints response process

- assess the complaint to determine the most appropriate course of action in responding to it
- follow-up with the complainant for more information and to further discuss the issues and preferred outcome, as necessary
- as applicable, inform the relevant senior leader of the receipt of the complaint and provide them with the details and seek further assistance as required
- advise the complainant if any delays occur in the timeline
- verbally inform the complainant when an outcome has been reached
- maintain adequate written records of the complaint and outcome, along with any supporting documentation, as applicable.

5.3 If the matter cannot be resolved at the local level, or if the complaint is about the Principal of the College, complainants may contact the CESA School Performance Leader, or the Director or Deputy Director, Catholic Education, Archdiocese of Adelaide.

5.4 Complaints or concerns related to child abuse being lodged by a child or young person:

- School staff, or other persons, must always report instances of harm, or risk of harm to the Principal, as well as fulfill any mandatory notification requirements
- Recipients of the complaint will need to be cognisant of how best to respond to disclosures about abuse through familiarity with measures to make the child feel supported and safe. Staff should always defer to line managers if confronted with situations in which they have little experience
- Guidance for best approaches about how to respond to a child who is making disclosures, can be found through resources on the [Department for Child Protection website](#) and is part of compulsory RRHAN-EC training and refresher courses. This guidance includes information about taking what the child says seriously, using the child's own vocabulary and reassuring the child they have done the right thing in telling you. It is important to explain to the child that you need to tell someone who can help them if you are not in a position to do so.

6. RELATED DOCUMENTS

This procedure is to be read in conjunction with, and is additional to, any other relevant South Australian Commission for Catholic Schools (SACCS) policy, procedure, guideline or support document, including the following:

- South Australian Catholic Schools Enterprise Agreement 2017 (or its successor documents)
- Responding to Discrimination, Bullying and Harassment in the Workplace Procedure
- Reporting Harm of Children and Young People Procedure
- Managing Allegations of Misconduct Guidelines
- Managing Allegations of Sexual Misconduct in SA Education and Care Settings
- Grievance Response and Resolution
- SACCS Privacy Policy
- Code of Conduct for Staff Employed in Catholic Schools
- Whistleblower Policy.

7. APPENDIX 1 – WHO TO CONTACT

The following roles indicate the order of the most appropriate person to contact with a complaint in the first instance, and indicates the escalation path that should be followed to resolve the complaint locally, respecting the principle of subsidiarity:

R-6:

Home Class Teacher

R-2, 3-4 or 5-6 Leader

R-6 Director of Learning or R-12 Director of Students

Deputy Principal (Learning) or Deputy Principal (Community and Wellbeing)

Principal

7-12:

Home Class Teacher or Subject Teacher

7-8 Leader or 9-10 Leader or 11-12 Leader or Subject Learning Area Specialist (LAS)

7-12 Director of Learning or R-12 Director of Students

Deputy Principal (Learning) or Deputy Principal (Community and Wellbeing)

Principal