



## St Francis Xavier College

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### **COMPLAINTS RESOLUTION POLICY**

#### **Related Policies**

Child Protection (ACT) – Responding to Complaints Against Employees (CE)  
Complaints Contact Officers (CE)  
Confidentiality (CE)  
EEO Policy (CE)  
Grievance and Dispute Handling – Employee with Management (CE)  
Grievance and Dispute Handling – Management with Employee (CE)  
Legal Responsibilities and Authority (CE)  
Complaints – Intake and management (CE)  
Child Protection (ACT): Responding to Complaints Against Employers (CE)

#### **Purpose**

This policy establishes procedures to provide a fair and accessible process for the resolution of complaints from parents/carers, students and members of the community.

#### **Policy**

St Francis Xavier College values feedback from those who come into contact with the College in order to address issues of concern and/or improve services provided. Complaints about school operations, staff or services will be handled confidentially, openly, fairly, respectfully and in a timely manner. The procedures outlined must be followed to ensure resolution in accordance with principles of natural justice and carried out in such a way that all involved are protected from discrimination or retribution.

#### **Definitions**

Complainant – A student, parent or community member making a complaint.

Complaint – Expression of dissatisfaction with a service provided, decision made or the performance of staff.

## Procedures

In the first instance people with complaints should be advised to make contact by phone with the relevant staff member to enable clarification of the situation. An interview may be arranged.

If the issue can be resolved the staff member should make a file note detailing the date, incident/issue and action to be taken to remedy the situation. The note should be placed in the appropriate file.

If the response by the staff member is unsatisfactory or there is a difficulty in communicating with the staff member then the complaint should be directed to their line manager.

If the issue can be resolved the line manager should make a file note detailing the date, incident/issue and action to be taken to remedy the situation. The note should be placed in the appropriate file. Feedback should be provided to the staff member with whom the complaint is concerned/or who provides the service.

If the situation remains unresolved complainants are requested to detail their concerns in writing.

(See Complaint Intake Form) These complaints will be passed onto the Principal or Principal's delegate who will assist with the resolution.

If, notwithstanding the taking of the steps referred to in 1 to 3, the complaint has not been resolved within a reasonable timeframe, then the Principal or the complainant may refer the matter to the CE for advice.

## References

Child Protection, Responding to Complaints Allegations, Handbook August 2007

## Forms

Complaint Notification Form  
SFX Complaint Lodgment Form

Approved by:	College Board
Issuing Group:	Executive
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Supersedes Policy Dated:	2010
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Contact Officer:	Principal



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### COMPLAINT LODGEMENT FORM

In the first instance if you are wanting to make a complaint you are encouraged to have your concerns handled personally by making contact with the staff member concerned or responsible for the provision of a service.

If you wish to lodge a formal complaint, please fill out this form.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Phone Numbers: \_\_\_\_\_

Details of the complaint: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Please provide details of the staff member/faculty/or service area which relates to this complaint.

\_\_\_\_\_

What outcomes do you seek?

\_\_\_\_\_

\_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Thank you for taking the time to provide us with comment about our service. We will make contact with you regarding your concern. Information collected on this form has been gathered to assist in resolving your complaint. We will keep your personal information confidential except where disclosure is required in order to resolve the complaint.