



MARIAN CATHOLIC COLLEGE KENTHURST

POLICY AD01 COMPLAINT HANDLING PROCEDURES

Date of Publication: July 2022

Date to be Reviewed: July 2024

Scope:

This document applies to:

- Staff members (Staff members includes paid employees, religious, volunteers, contractors, sub-contractors, consultants and students on work placements)
- Parents/guardians
- Students
- Visitors, volunteers, and community members of CEDP.

Other Related Documents:

- [CEDP Complaints Managing Policy and Procedures](#)
- [CEDP Safeguarding Procedures](#)
- [CEDP Procedural Fairness Guidelines](#)

Rationale

To ensure that complaints are managed and resolved fairly, efficiently, promptly and in accordance with the CEDP guidelines.

Implementation

The College acknowledges that sometimes people may have a complaint about a decision, behaviour, act or omission that they feel is unacceptable. We follow the [CEDP Complaints Managing Policy and Procedures](#) and the [CEDP Procedural Fairness Guidelines](#). As a school we are committed to listening to the voices of children and young people and remain vigilant to their Safety and Wellbeing. We follow the [CEDP Safeguarding Procedures](#). If you have any concerns regarding the safety and wellbeing of a child or young person, or the conduct of any person in relation to these, please contact the College immediately.

Underlying Principles

Complaints will be investigated in a fair and impartial manner

- A person facing a complaint is entitled to know detailed information about the complaint and given the opportunity to respond
- Confidentiality will be observed
- Respect will be provided to all parties
- It is expected that complaints are made in good faith are not vexatious
- Complaints will be addressed in a timely manner.

What are the options for a person with a complaint?

Self-Resolution

- In less serious matters in which there is no risk of harm to any person, it may be preferable to discuss the issue of concern with the relevant person to endeavour to reach an amicable resolution.

Assisted-Resolution

- Contact the College through reception, leader of learning, assistant principal or college principal.
 - A complainant may feel unable to approach the relevant employee of the college directly or may not be satisfied with that person's response. All complaints should be made in writing where possible.
 - The matter may be more serious in that the complainant believes that someone is at risk of harm. In such instances, the complainant may wish to contact the school.
 - Contact the College at marian@parra.catholic.edu.au or telephone on 9654 6700.

- Contact Catholic Education Diocese of Parramatta (CEDP)
 - There may be occasions when a person wishes to take their concern directly to Catholic Education Diocese of Parramatta (CEDP). It may be they are not satisfied with the school's response or other legitimate reasons for not approaching the school directly, such as a conflict of interest.
 - Contact CEDP at communityliaison@parra.catholic.edu.au or telephone on 9840 5600.

How are complaints handled?

1. The person receiving the complaint should record it verbatim, in writing. The person receiving the complaint will record the complaint on the MCKK complaint intake form.
2. All complaints are referred to the appropriate supervisor. They are treated seriously, dealt with as soon as practicable and conducted in a fair, impartial and professional manner ensuring procedural fairness.
3. All complaints will initiate an investigation, mediation, intervention or other strategy to resolve the situation.
4. Once the situation is resolved the MCKK complaint intake form is updated to determine actions implemented and the complaint is noted on the Complaint Register. Appropriate documentation is maintained throughout the process.

Procedural Fairness

In all dealings with complaints and grievances, the College will follow procedural fairness which means that processes will be conducted in a manner ensuring fair practice and equity, respect to all parties, and due observance of confidentiality. Every effort will be made to ensure that the facts relating to the complaint are thoroughly investigated and established. Any subsequent actions relating to the complaint will be based on an unbiased decision which stems from a fair hearing.

Reportable Conduct

If the complaint is in the category of Reportable Conduct it must be directed to the college principal who will follow [CEDP Safeguarding procedures](#) and will refer the process of investigation to the relevant external bodies, including the Catholic Education Diocese of Parramatta (CEDP) Safeguarding Team for external investigation and any outcomes.