

# Complaint Response and Resolution

## Policy



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## 1 Purpose

This policy explains the stance of the South Australian Commission for Catholic Schools (SACCS) regarding how Catholic schools and Catholic Education Offices respond to complaints from staff, students, their families and the public.

## 2 Scope of Policy

This policy applies across Catholic Education SA. It applies to complaints about decisions and actions undertaken in the provision of education and care services by Catholic schools and Catholic Education Offices.

The policy does not apply to matters that are subject to external determination such as through any court, tribunal, commission or statutory authority or to matters that are the subject of civil litigation.

## 3 Definitions

**1Complaint** refers to an expression of dissatisfaction with an action taken, decision made, service provided or handling of an issue at a Catholic school or Catholic Education Office.

## 4 Policy

It is the policy of the South Australian Commission for Catholic Schools that:

### 4.1 Catholic schools and Catholic Education Offices;

- have an effective client-focused complaint response and resolution procedure which is accessible, transparent and known,
- make every effort to resolve legitimate complaints, based on their merits, using a consistent, impartial, respectful and confidential process that achieves resolution in a timely manner,
- assist individuals who may require assistance in making a complaint, including those with a language background other than English and those with a disability, and
- provide a basis for continual review and analysis of the complaints-handling process, the resolution of complaints and the process improvements made.

### 4.2 Complainants and the person(s) against whom a complaint is made;

- have the right to be heard and to expect procedural fairness and natural justice,
- are expected to act in good faith and work together with respect and openness to achieve an outcome acceptable to all parties,

### 4.3 Complaints are usually best resolved as close as possible to the source. Complainants are encouraged to speak to the directly relevant staff member in the first instance.

### 4.4 Schools and individuals will be informed of formal complaints made about them.

### 4.5 The complaints response and resolution process will seek to achieve the restoration of positive and respectful relationships.

## 5 Responsibility for implementation, monitoring, and continual improvement

Responsibility for implementation, monitoring and review of the policy is vested at the level appropriate to the following roles:

Governing entity/authority	Schools
Directors	Principals
Principal Consultants/School Consultants	School Boards/Governing Councils

## 6 Related policies, procedures and support documents

This Policy 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 Procedure
- [Dealing with Allegations of Misconduct Procedure](#)
- [SACCS Privacy Policy](#)
- [Code of Conduct for Staff Employed in Catholic Schools](#)

## 7 Revision Record

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