



# St John's Primary School Euroa

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## Complaints Handling Policy

### Identity Statement

St John's Catholic school is a community, inspired by truth, love and service, that challenges and supports each person to be the best they can be.

### Vision Statement

St John's School strives to be a community where...

Students build a relationship with God and Jesus' teachings are modeled and lived

The total development of each person is nurtured: Cultivating mind, spirit, body, character and imagination

Home, school and parish work in partnership to create a vibrant learning community

Difference is valued, risk-taking is encouraged and achievements are celebrated within a safe and supportive environment

Our environment is child safe and all children are respected and are protected from harm

### Graduate Outcomes

St John's school endeavours to educate students to be...

People of faith

Life –long learners, open to change, adaptable and willing to question

Capable learners with strong foundations and competencies in literacy and numeracy

Creative, engaged and collaborative

Responsible for their own learning

Compassionate, caring and responsive to social justice issues

Happy, optimistic and hope-filled

### Rationale:

- At St. John's School we believe that positive, clear and effective processes for resolving grievances between the school and community members assists in the building of strong relationships, strengthens partnerships encourages participation in school and parish life, and ultimately builds a welcoming, supporting, Catholic school community
- St. John's has both a desire and a responsibility to ensure that high standards of conduct are maintained by staff and students at all times, and that complaints are managed and resolved fairly, in an atmosphere of acceptance, respect and pastoral care and in accordance with relative legislation.

### Aims:

- To provide a welcoming supportive Catholic school environment
- To resolve complaints fairly, efficiently, promptly and in an atmosphere of acceptance, respect and pastoral care and in accordance with relative legislation.

*St John's is a Child Safe School where all children are respected and protected from harm.*

**Implementation:**

- All Child Safe related must be referenced through our
  - Child Safe policy,
  - Child Protection- Failure to Protect policy,
  - Child Protection- Failure to Report policy
  - Child Protection- Grooming policy.
- St. John's school seeks to provide a positive, welcoming supportive Catholic school environment
- It is the principal's responsibility to provide a healthy and positive school environment that is free from discrimination and harassment. In doing so, Principal's must ensure that all staff are aware of their rights and responsibilities.
- The principal is required to use the complaint resolution procedures, where appropriate, for resolving complaints in relation to issues that fall within the school's area of responsibility. All cases of serious misconduct – sexual offences, criminal charges, or other serious incidents – must instead be referred to the Catholic Education office. See Professional Misconduct in Catholic Schools policy
- It is incumbent upon the principal to act where unacceptable conduct is observed or brought to his or her attention.
- It is important that all complaints, ensuing procedures and outcomes are fully documented.
- The principal may choose to respond to a complaint through an informal process in cases where the complaint is minor, the complainant wishes the matter to be dealt with informally, or the complaint has arisen from lack of or unclear communication.
- Formal processes will be used when informal processes haven't been successful, a complainant seeks a formal process, or the principal believes the complaint warrants formal investigation.

**The formal process involves: -**

1. Investigating the complaint including formal interviews, written statements, conveying the details of the complaint to the respondent in writing providing the opportunity for a written response.
  2. Dismissing or accepting the complaint. Acceptance may involve the Catholic Education Office, verbal or written warnings, conciliation, or counselling etc.
  3. Preparation of a detailed confidential report.
  4. Monitoring of the situation.
- Parties dissatisfied with the process can appeal to the previously mentioned external agencies.
  - All matters must be treated with utmost confidentiality, and professional respect at all times.
  - The Parish Priest and the Catholic Education will be kept informed of all complaints.

**HARASSMENT & BULLYING  
COMPLAINTS HANDLING AND RESOLUTION  
PROCEDURES**

This procedure needs to be read in conjunction with St. John's Discrimination Free Policy and St. John's Workplace Bullying Policy.

**DISCUSS**

All staff members are free and encouraged to discuss any incidents of workplace bullying, harassment or discrimination in a confidential capacity with the Principal, Welfare Coordinator or Deputy Principal.

**MAKE CLEAR**

It is preferable that the aggrieved staff member makes clear to the harasser that the offending actions or remarks are not welcome. However if unable to do so, the aggrieved should contact the Principal, Welfare Coordinator or Deputy Principal.

**INFORMAL RESOLUTION**

Informal resolution approaches, such as conciliation between the aggrieved, the Principal, Welfare Coordinator or the Deputy Principal and the alleged harasser are encouraged in situations of a less serious nature and where all parties are comfortable with such an approach. A file note needs to be recorded and placed on the personnel file.

**WHERE THE MATTER IS UNRESOLVED**

Where the matter is unresolved, and if both parties are in agreement, the Parish Priest and the Principal will offer mediation between the aggrieved and the alleged harasser. File notes will be made and placed on the personnel record card.

Where the matter still remains unresolved a written request for a formal investigation will be made by the aggrieved to the educational consultant at the Catholic Education Office.