



All Saints Parish School

BCE Student, Parent and Guardian Complaints Management Policy and Procedure

All Saints Parish School is committed to effective complaints management by managing student, parent and guardian complaints in an accountable, transparent, timely and fair manner, while protecting the health and safety of our employees through proactive management of unreasonable complainant conduct.

Complaints Management

The purpose of this information is to outline Brisbane Catholic Education's (BCE) and All Saints Parish School processes for managing complaints from students, parents and guardians.

Guiding Principles

- Students, parents and guardians have a right to voice complaints.
- Complaints are to be resolved promptly and at the point of receipt, where possible.
- Complaints will be handled fairly, objectively, and confidentially.
- Students, parents and guardians will not be adversely affected by making a complaint.
- Complaints help us to improve our services.

Responsibilities

The Principal has delegated responsibility for the everyday operations of the school in accordance with Brisbane Catholic Education policies, procedures and guidelines.

Student, parent and guardian responsibilities are as follows:

- Work with school employees to resolve the complaint.
- Provide the school with a clear description of the complaint and desired outcome.
- Provide all relevant information and documentation to the school when the complaint is made.
- Understand that resolving complaints may take some time.
- Inform the school of changes affecting the complaint.
- Cooperate in a respectful way with school employees and understand that unreasonable conduct may lead to the complaint not being processed.

How to Make a Complaint

1. In the first instance, the student, parent or guardian talks with a teacher or other school employee and they work together to resolve the complaint.
2. If the matter cannot be resolved, the student, parent or guardian talks with a senior school employee e.g. Assistant Principal or other nominated school employee and they work together to resolve the complaint.



3. If the matter cannot be resolved, the student, parent or guardian talks with the Principal and they work together to resolve the complaint.

Request for Review

If dissatisfied with the school's complaints processes, a student, parent or guardian may submit a written request for a review to the Principal. Complaints about the Principal must be submitted in writing to Brisbane Catholic Education School Operations, GPO Box 1201, Brisbane, QLD, 4001. Complaints Management Procedures Page 37 2019 Family Handbook.

Response Timeframes

The time required to resolve a complaint depends on the complexity and nature of the complaint, as well as employee availability. Receipt of a complaint will be acknowledged as soon as possible. Additional time may be required if a complaint is submitted toward the end of a school term, or outside of school terms.

Resolution

A complaint is resolved when the complaint has been handled through the school's complaints processes and in accordance with the school's complaints procedure and the BCE Student, Parent and Guardian Complaints Management policy and procedure.

Unreasonable Conduct

- Unreasonable complainant conduct involves actions or behaviours which raise significant health, safety, resources or equity issues for BCE. Unreasonable complainant conduct includes:
- Unreasonable persistence: for example, making excessive and unnecessary phone calls or emails.
- Unreasonable demands: for example, demanding a different process or more reviews than allowed for by the school's complaints procedure and/or BCE's Student, Parent and Guardian Complaints Management policy and procedure or demanding a different outcome without demonstrating the original decision of the school was incorrect or unfair.
- Lack of cooperation: for example, refusing to identify the problem or providing disorganised information.
- Unreasonable arguments: for example, making irrational or illogical claims.
- Unreasonable behaviours: for example, aggression or violence to BCE employees or threatening to harm BCE employees, self or others.

Please cooperate in a respectful way with school employees. The benefits of having open, honest and sensible communication, in regard to complaints, helps the process progress and resolve safely and effectively.

Complaints Scope

Complaints by a student, parent or guardian expressing dissatisfaction about a service, decision or action of an All Saints Parish School employee, and the student, parent or guardian is directly affected by the service, decision or action.



Complaints Outside the Scope of the Procedure

The following complaints are outside of the scope of this policy and are responded to through other mechanisms:

- BCE employee complaints: See BCE Staff Complaints Management procedure.
- Complaints relating to BCE's student protection processes: See Complaints Procedure for Noncompliance with Brisbane Catholic Education's Student Protection Processes.
- Complaints relating to student bullying or harassment: See Preventing and Responding to Student Bullying in Schools Guidelines and Procedures.
- Complaints relating to conduct of religious clergy and other religious persons: See Archdiocese of Brisbane Professional Standards.
- Complaints relating to animal use: See QSAEC Animal Use Complaint Report.
- Reporting a work health and safety incident or near miss: See Incident Reporting and Investigation procedure.

Additional Complaint Management links can be found on the Parent Portal /Forms & Documents/ Be Informed as well as on the school website www.allsaints.qld.edu.au /Parent Information

Click here for direct access to the BCE Student, Parent and Guardian Complaints Management Policy <http://www.allsaints.qld.edu.au/bce-policies/Pages/StudentProtection.aspx>

