



CARDIJN
COLLEGE

Complaint Response and Resolution Policy

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1 Purpose

Cardijn College is a Catholic school committed to working with students, parents/caregivers and staff in a manner which upholds the importance of building and maintaining positive relationships. An integral part of this process is providing an environment where each community member is recognised and respected as a unique individual with rights and responsibilities.

The College recognises the rights of its students, staff members and parents/caregivers to register a complaint or grievance about a decision, behaviour, act or omission that they feel is unfair, or discriminatory.

Our Christian heritage provides the basis for our philosophy of seeking to provide opportunities for people to resolve problems in a pro-active and mutually acceptable manner. As such, we have a clearly stated method and structure for the resolution of complaints. Wherever possible, restorative processes will underpin our approach.

2 Scope of Procedure

This procedure relates to complaints about decisions and actions undertaken in the provision of education and care services by both Cardijn and Marcellin Technical campuses.

The procedure 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

Complaint refers to an a situation where an individual believes that students, teachers, parents/caregivers or any member of the College community have acted outside of the normal policies or practices that the College promotes and expects.

4 Procedure

General complaints or concerns

In general, if a problem exists within the College community, the best way to attempt resolution is for the individuals concerned to discuss and to seek resolution directly with one another. If a resolution is not possible at that level, then it is important to seek support.

The College will do its best to address and satisfactorily resolve grievances in a mutually acceptable way. However, it is not always possible to resolve all problems in a manner where there is mutual acceptance of the outcome.

All complaints will be dealt with in a timely manner at the appropriate level before being escalated to a higher level.

4.1 To lodge a complaint, complainants should:

- Contact the relevant person (e.g. teacher, house leader, school leader) and outline (either in writing or verbally) their concerns.
 - Clarify the issue – be clear about the topic or issue.
 - Include all the relevant facts relating to the circumstances of the topic or issue.
 - Think about what would be an acceptable outcome.
- Be prepared to speak further with the relevant person to discuss the complaint in more detail, as required.
- Allow the relevant person(s) sufficient time to take the steps required to resolve or address the concerns.

Actions taken following receipt of a complaint

4.2 Following receipt of a complaint, the teacher, house leader, school leader will endeavour to:

- acknowledge the complaint in a timely way and make the complainant aware of the complaints response process;
- assess the complaint to determine the most appropriate course of action in responding to it;
- follow-up with the complainant for more information and to further discuss the issues and preferred outcome, as necessary;
- as applicable, inform the relevant senior leader of the receipt of the complaint and provide them with the details and further assist as required;
- advise the complainant if any delays occur in the timeline;
- inform the complainant when an outcome has occurred; and
- maintain adequate written records of the complaint and outcome, along with any supporting documentation, as applicable.

4.3 Following receipt of a complaint, the house leader/teacher/senior leader may seek further assistance or advice as necessary and explore appropriate options with the complainant.

Unresolved complaints

4.4 If the issue remains unresolved after discussion with the relevant person(s), discuss the concern with a senior leader (i.e. Principal, Deputy Principal or Assistant Principal).

Note: the senior leader may ask another suitable staff member to either represent her/him at the meeting, or attend the meeting with him/her.

Complaint escalation

4.5 If the matter cannot be resolved at the local level, or if the complaint is about the Principal of a school, complainants may contact the Director, Catholic Education, or Archdiocese of Adelaide as appropriate.

Anonymous complaints

4.6 Anonymous complaints will be responded to, as appropriate. In some situations, complaints may not be able to be fully addressed if they are made anonymously or without sufficient detail being provided to enable an investigation or resolution of the matter. Where an anonymous complaint is deemed serious enough to warrant further investigation, to ensure procedural fairness, respondents have a right to know the particulars of the allegations being made against them, and be given an opportunity to respond to them.

Specific complaints

For complaints pertaining to some specific matters (see below), separate procedures are available as follows:

4.7 Discrimination, Bullying & Harassment

- For complaints relating to discrimination, bullying and harassment by a staff member, the Discrimination, Bullying & Harassment Procedure applies.

[Procedures for Responding to Discrimination](#)

[Bullying & Harassment Procedure.pdf](#)

4.8 Child Abuse

- For complaints relating to child abuse or neglect by a staff member, the Reporting Child Abuse & Neglect Procedures apply.

4.9 Misconduct or serious misconduct

- For complaints relating to alleged misconduct or serious misconduct (not involving child abuse or neglect) by a staff member, the [Managing Allegations of Sexual Misconduct in SA Education and Care Settings](#) applies.

4.10 Complaints about a Principal or a decision taken by a Principal

- For complaints about a Principal by a parent/guardian, caregiver, student, visitor, volunteer or contractor, the [Resolving Concerns and Complaints](#) document on the 'Contact Us' page of the CESA website explains the process.
- For complaints by a staff member about a Principal, or a decision they have made, relating to a matter arising under the South Australian Catholic Schools Enterprise Agreement (EA), the National Employment Standards or an industrial matter affecting or relating to employment rights, privileges or duties, Clause 10 (Dispute Resolution) of the EA applies.

External Agencies

5.0 At any time it is open to a complainant to seek advice from and/or to lodge a complaint with any of the following:

- [Equal Opportunity Commission](#);
- [Department for Child Protection](#) - Child Abuse Report Line (CARL) 131 478
- [Fair Work Commission](#);
- [Human Rights Commission](#)
- [Independent Education Union of Australia \[IEU\]](#) (www.ieu.org.au)

Note: If a formal complaint is lodged with an external agency, any internal process underway may be placed on hold, pending the outcome of the external process.

5 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)
- [Procedures for Responding to Discrimination](#)
- [Responding to Bullying & Harassment Procedure](#)
- Reporting Child Abuse & Neglect Procedures
- [Dealing with Allegations of Misconduct Procedure](#)
- [Managing Allegations of Sexual Misconduct in SA Education and Care Settings](#)
- [CESA Resolving Concerns and Complaints](#)
- [SACCS Privacy Policy](#)
- [Code of Conduct for Staff Employed in Catholic Schools](#)
- [Cardijn Policies](#):
 - [Student Behaviour Management Policy](#)

- [Student Harassment Policy](#)
- [Pastoral Care Policy](#)
- [Duty of Care Policy](#)
- [Social Media Policy](#)
- [Child Protection Policy](#)

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:

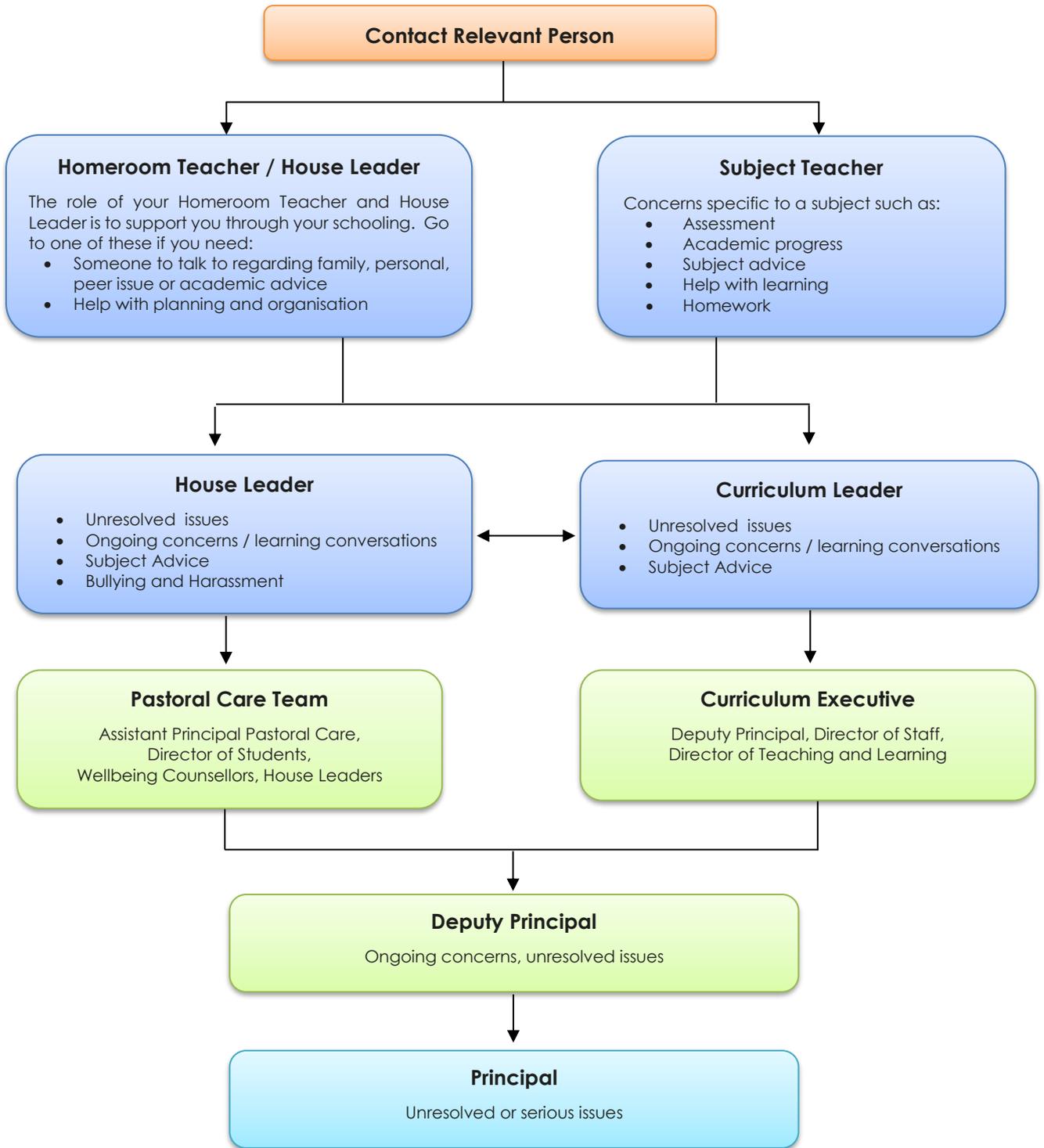
| Governing entity/authority | Schools |
|--|----------------------------------|
| Directors | Principals |
| Principal Consultants/School Consultants | School Boards/Governing Councils |

6 Revision Record

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|---------------------------|--|
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| Revision History | |

COMPLAINT PROCESS AND RESOLUTION FLOWCHART

If students or parents/guardians are worried about something at school, they can speak to someone they are comfortable with or the person responsible for that area of the College.



If the matter cannot be resolved at the local level, or if the complaint is about the Principal, complainants may contact the Director, Catholic Education
[Resolving Concerns and Complaints Information for Complainants](#)