

### Rationale

Cardijn College recognises the principles of justice, equity and fairness as critical in resolving issues around concerns, complaints and grievances. Cardijn College has adopted the following policy:

### Policy Statement

Cardijn College is committed to maintaining an environment which is trusting, open and promotes effective communication and seeks to provide opportunities for people to resolve concerns, complaints and grievances in a proactive and respectful manner.

### Cardijn 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 breaches the principles of justice, equity, or fairness
- is committed to resolving all complaints and grievances through proactive and respectful procedures.

### Responsibilities

The School Board will:

- develop, monitor and review the policy.

School Leadership will:

- ensure appropriate procedures are developed, monitored and reviewed for dealing with concerns, complaints and grievances
- ensure that all members of the community will be informed of the Complaint Response and Resolution Policy and its procedures by including these on the College website
- promote models of behaviour between school personnel and students based on mutual respect and consideration
- ensure that all concerns, complaints and grievances will be addressed in a timely manner
- ensure that all concerns, complaints and grievances are dealt with from a position of empathy and impartiality
- allocate resources to facilitate necessary training and to implement the policy.

School Personnel will:

- be familiar with and understand the policy and procedures for dealing with complaints and grievances.

The College commits to the following principles:

<b>Date approved:</b>	September 2022
<b>Date of next review:</b>	September 2025
<b>Related Policies:</b>	CESA Pastoral Care in Catholic Schools

1. The individuals/groups involved will be encouraged to resolve the matter together in the first instance.
2. The focus for resolution of a concern, complaint and grievance will be upon the issue, not an individual.
3. All individuals will have a right to present their case fully and openly and without fear of retribution.
4. The right to confidentiality will be respected within the context of finding a satisfactory resolution.
5. Complaints will be dealt with one at a time.
6. Complaints will be taken up on an individual basis only and dealt with independently and not in response to collective action from a group.
7. Resolution of any concerns, complaints and grievances are to be achieved as quickly as possible.
8. Parents/guardians will be kept informed, where applicable, of matters pertaining to the complaint.
9. A concern, complaint or grievance resolution will involve only those critical to the resolution and as such privacy as required will be maintained.
10. The complaints response and resolution process will seek to achieve the restoration of positive and respectful relationships.
11. At the conclusion of the investigation of the concern, complaint or grievance, information will be provided to those involved with regards to the process, the outcome and an effective resolution for moving forward.

**Date approved:** September 2022

**Date of next review:** September 2025

**Related Policies:** CESA Pastoral Care in Catholic Schools