



# Parent Complaints Policy

St Raphael's school

## **Rationale:**

St Raphael's Primary School 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, efficiently, promptly and in accordance with relative legislation.

## **Aims:**

- To provide a harmonious, positive and productive school environment.
- To develop and implement a process by which parents can confidently raise concerns in the knowledge that they will be listened to and their concerns will be professionally managed in a timely, confidential and appropriate manner.

## **Implementation:**

- Parents making complaints should ascertain the facts as best they can, and contact the school at their earliest convenience.
- Parents with complaints should contact the school by telephone, in person or in writing.

Parents are discouraged from making complaints by email as it can be impossible to authenticate the identity of the person writing the email.

If the matter involves your child or an issue of everyday class operation, make an appointment outside of class time, to see the class teacher detailing the reasons for the appointment. Parents visiting the school to make a complaint are advised that it is unlikely that staff will be immediately available to investigate the complaint.

Parents making complaints are to be well-behaved, confidential and courteous. Parents who are unreasonable, threatening or discourteous can expect their discussions with staff to be terminated until such time as an alternative discussion time is arranged by the school. The school will record the details of all complaints including the name and contact details of the persons making the complaints. The school will then refer the complaint to the most appropriate person to investigate. There will be occasions that this will be someone other than the principal. The investigating staff member may communicate with the parent or student to discuss the matter further prior to a formal meeting.

- If the scope of the investigation is beyond the capacity or jurisdiction of the school, the matter will be referred to the appropriate authority and the parent will be informed of the referral in consultation with the principal.
- Parents discussing complaints with staff may be accompanied by an advocate if they wish.
- The investigating staff member may have an assistant to record the details of the investigation.
- Any investigation conducted by the school will be done so in a timely, efficient and confidential manner, ensuring the fair principles on natural justice are applied for all Parents will be provided with an anticipated time-frame for a resolution.
- At the conclusion of the investigation, the staff member will discuss feedback and the appropriate course of action to be taken with all parties and this will be recorded on the official school proforma.
- If in the view of the parent the matter remains unresolved, the parent will be provided with details as to how they can refer the matter to the Catholic Education Regional office.
- In some cases, the school, the parent or other involved parties may seek to involve an impartial mediator.
- All records of parent complaints, subsequent investigations and outcomes will be recorded and

noted confidentially.

- All staff will be made aware of our school's complaints handling procedures and will be supported with training on how to minimise, respond to, and manage parent complaints.
- An appointment should be made with the Principal to discuss issues involving school policy, operations beyond your child's classroom and concern about staff grievances that are not easily resolved.
- All formal discussions and processes involving grievances will be documented.
- The principal will determine whether or not an anonymous complaint will be investigated.
- All matters are treated with utmost confidentiality, and professional respect at all times.
- The Parish Priest is kept informed of all serious complaints.
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- 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 verbal or written warnings, conciliation, or counselling etc.
3. Preparation of a detailed confidential report.
4. Monitoring of the situation

