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policy

# Complaint Handling Policy

Implementation Date: 1 October 2012  
Revision Date: 1 October 2015



**Catholic** Education  
Diocese of Parramatta

# Complaints Handling Policy

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### CEO contact list

Parents (for referral)	Community Liaison Officer	9840 5611
Fees	School Fees Liaison Manager	9840 5625
Employees	Team Leader Staff Services	9840 5641
Student services	Team Leader Student Services	9840 5724

## 1. Introduction

The Church's mission is to proclaim the Word of God and to be the lived example of Christ in the World.

As part of the Church's mission, the system of schools in the Diocese of Parramatta, educates young people in the gospel and forms them to live their life to the full.

The system's Strategic Intent aims to improve learning outcomes for all students and promote a professional and rewarding working life for all staff.

The purpose of this policy is to facilitate this mission and Strategic Intent.

## 2. Policy statement

A complaint is an expression of dissatisfaction relating to Catholic Education Diocese of Parramatta that requires a response.

Complaints will be addressed professionally, competently and in a timely manner applying principles of natural justice and confidentiality, and ideally will be resolved closest to the source of the complaint.

## 3. Scope and application

These procedures apply to parents/guardians, students, visitors, volunteers, community members, staff and contractors of the Catholic Education Diocese of Parramatta, except where issues are dealt in accordance with\*:-

- Suspension, Transfer, Expulsion, Exclusion Procedures 2012
- Child Protection – Risk of Harm and Significant Harm **and /or** Allegations
- Relevant CEO discipline procedures for employees (for serious complaints involving allegations of misconduct/unsatisfactory performance by employees)
- Enterprise Agreements/Awards
- Anti-Bullying Policy for Students 2005
- Criminal Jurisdiction

Generally student complaints will be processed through school based policies and procedures relating to pastoral care or student management. The Catholic Education Office Complaint Handling Policy and Procedures may be used in matters assessed as more serious in nature and involving an adult as one of the parties (e.g. a complaint by a student against a teacher, teacher against a student, or by a parent on behalf of their child).

This policy is implemented using the **Complaint Handling Procedures** and Guidelines.

Complaints relating to the areas of discrimination, harassment and bullying are dealt with according to these procedures with reference to the Countering Discrimination, Harassment and Bullying Policy (2010).