



# Complaints Policy

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## Related Policies

Code of Conduct Policy  
Student Welfare and Management Policy  
CEO Policy Child Protection (ACT) Responding to Complaints against Employees  
CEO Policy Child Protection, Mandatory Reporting (ACT)  
CEO Policy Child Protection Code of Professional Standards  
CEO Policy Draft Manual for Dealing with Complaints and Investigations

## Purpose

This policy outlines the procedure to be followed after a parent or community member has made a complaint concerning an incident in the school.

## Policy

All complaints made to St Thomas the Apostle School will be followed through and dealt with in an appropriate manner. This policy deals with minor complaints around classroom or playground matters and refers to procedure for more serious complaints.

## Procedures

Parents making a complaint are advised to seek clarification from the teacher involved.

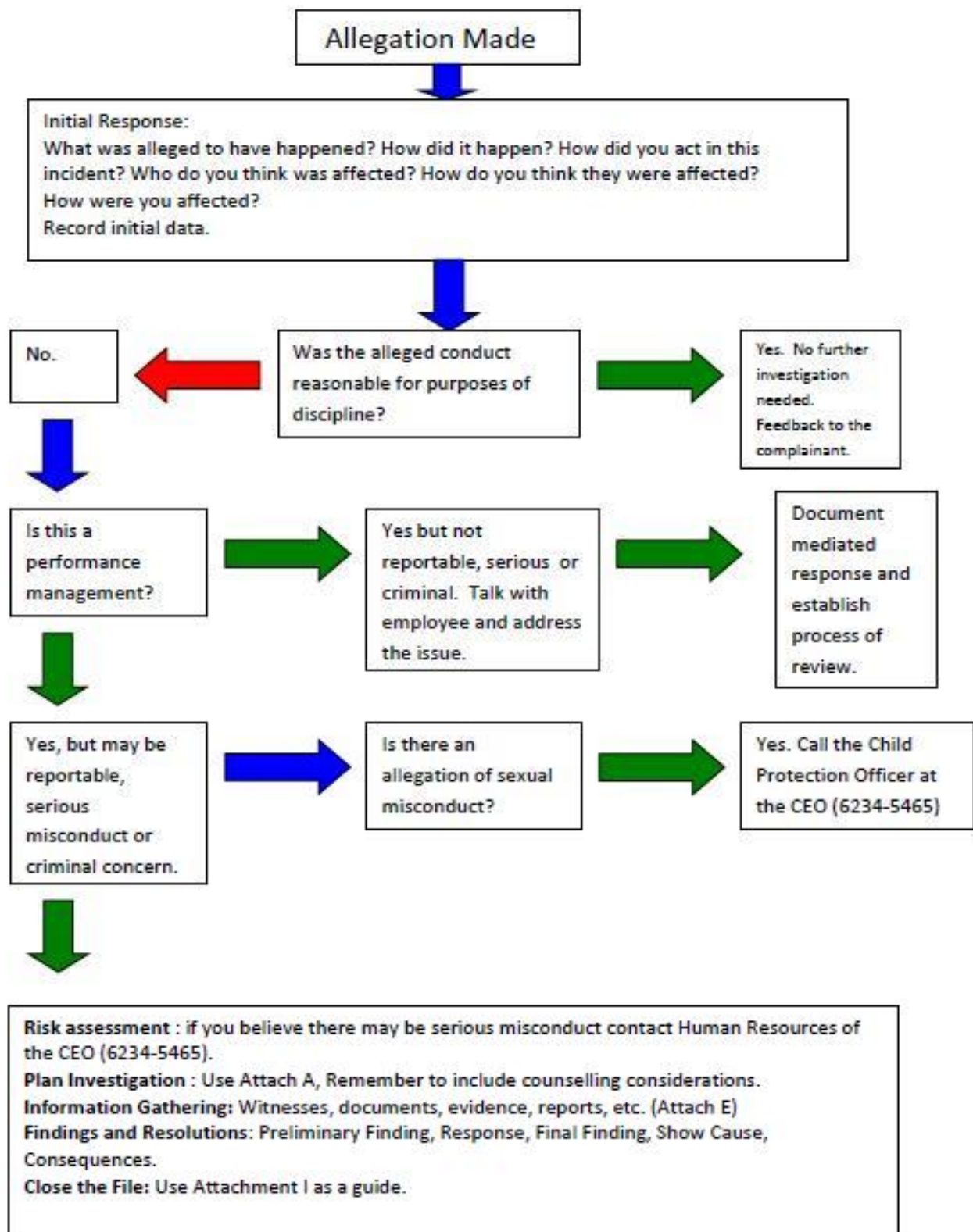
If the complaint does not fall under Child Protection Legislation then the Principal or Leadership member will talk with the teacher or staff member concerned to determine the nature of the problem. The information received will be communicated to the parent by phone, letter or by a face to face meeting. **When an issue can't be resolved at a school level, parents have the option of contacting the Catholic Education office (CEO) to voice their concerns.**

A complaint made against an employee of the Catholic Education office (CEO) which raises concerns for the safety and well-being of a child will be subject to inquiry by the employer using the procedures outlined in the *Catholic Education Policy Child Protection (ACT): Responding to Complaints Against Employees (2011)*

If a complaint is of a serious nature, it should be directed to Ms Fran Neuss of the Catholic Education Office. Ms Neuss may be contacted on 6234-5436 or alternatively on [Frances.Neuss@cq.catholic.edu.au](mailto:Frances.Neuss@cq.catholic.edu.au). The Principal will need to complete a Complaints Intake Form available on the CEO Website, this will clarify the complaint.

The Principal will then follow the steps appropriate for the complaint as outlined in the Catholic Education Office for the Archdiocese of Canberra and Goulburn *Draft Manual for Dealing with Complaints and Investigations* (Jane Cronan, Senior Officer, Child Protection and Legal Issues 2013)

The following flowchart clarifies the investigation process;



**References**

Catholic Education Policy Child Protection (ACT): Responding to Complaints Against Employees (2011)  
CEO Policy Draft Manual for Dealing with Complaints and Investigations

**Forms**

Complaints Intake Form: CEO Website

**Approved by: Principal**

**Issuing Group: Staff at St Thomas the Apostle Primary School**

**Implementation Date: January 2008**

**Supersedes Policy Dated: Nil**

**Policy Last Updated: 2013**

**Review Date: 2014**