



ST MONICA'S  
PARISH SCHOOL WALKERVILLE

**Complaints/Grievances Procedure  
2023**

# St Monica's Parish School

## Complaints/Grievances Procedure

### COMPLAINTS

The St. Monica's Parish School OSHC Service fosters positive and harmonious relations between all interested persons. Every staff member has the right to a harmonious and responsive working environment. Solutions are sought to all disputes, issues or concerns that affect the operation of the service in a fair and prompt manner.

Complaints may be made verbally, in writing, through the suggestion box or feedback forms.

### Families

The Complaints Policy is included in the Family Information Pack as well as within the Policy Documents families are able to access.

Families wishing to lodge a complaint are requested not to discuss the complaint in front of children. An appointment should be made with the director.

The OSHC Director is to be the first point of contact. If this is not appropriate the Principal may be contacted.

The person wishing to make the complaint may nominate an advocate to mediate on their behalf.

Families have a right to lodge a complaint directly with the School Board.

### OSHC Staff

Staff will be provided with clear written guidelines detailing complaints procedures. These are contained within the Staff Handbook.

Staff will be provided with guidelines about the service's philosophy, policies and procedures.

The OSHC Director is to be the first point of contact. Grievances should be investigated promptly, thoroughly and confidentially. Matters may be resolved at staff meetings or discussions.

If the issue remains unresolved the staff member may write to the Management Committee.

If a staff member is unhappy with the way a decision has been reached at a committee meeting or with a particular action of the committee, they may:

ask to have the grievance tabled at the next meeting for open discussion, or  
discuss in person with the chairperson or elected liaison officer.

If the matter is not resolved the executive will meet to discuss the problem, try to resolve the situation, and provide feedback to the aggrieved staff member(s). If the matter is still not resolved it will be taken to the full committee, or, if the matter is urgent, a special meeting may be called to resolve the issue (in accordance to the school board's rules/constitution). The committee meeting will determine a course of action, agreed to by the majority. This will resolve the matter.

Staff members may have a union representative attend any meetings or interviews. Staff may withdraw from the process at any time.

If the complaint is of an industrial nature, the requirements of the Award must be addressed and followed. External advice may be sought.

## **Children**

The educators will take children's complaints seriously. Confidentiality will be ensured and the matter will be addressed promptly. Complaints relating to educators or the program will be taken to the director. A family member may represent their child. Children are encouraged to give feedback and make suggestions.

## **Complaint handling process**

The Nominated Supervisor (School Principal) will be responsible for ensuring that any complaint that alleges a breach of legislation or a serious incident is reported to the St. Monica's School Board. The Board will be responsible for ensuring the Education and Early Childhood Services Registration and Standards Board is notified within 24 hours of any complaint that alleges a breach of legislation or where the safety, health or wellbeing of a child was or is being compromised.

The School Board and/or the OSHC Director will:

- Investigate complaints promptly and thoroughly with the understanding the complainant will not be disadvantaged through the process.
- Listen/read the complaint and document the exact details of the complaint.
- Seek further information, to clarify the issues and investigate the complaint, including speaking to other parties involved as required.
- Seek additional information from line managers and other agencies, including legal advice as required.
- Refer to any State or National Regulations or organizational policy that may provide clarity to the complaint, as required.
- Assess the complaint fairly and determine the best possible resolution.
- Inform the complainant of the outcome in writing or verbally, as required, in a timely manner.
- Ensure the complaint process and its outcome are documented and that all documentation is treated and stored confidentially.

Complaints not resolved at this level may be referred by either the complainant or the School Board to the external agency identified by the School Board to investigate the matter.

Families have a right to lodge a complaint with the Regulatory Authority.



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