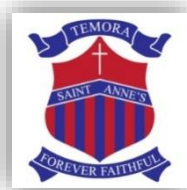


## Complaints Policy



St Anne's Central School adheres to the Catholic Education Archdiocese of Canberra and Goulburn's **Complaints – Intake and Management Policy**. This policy can be accessed via the following link:

[https://intranet.cg.catholic.edu.au/formandpolicies/\\_layouts/15/WopiFrame2.aspx?source=/formandpolicies/Lists/Policies%202015/Attachments/2/Complaints%20-%20Intake%20and%20Management%20Policy.pdf&action=default](https://intranet.cg.catholic.edu.au/formandpolicies/_layouts/15/WopiFrame2.aspx?source=/formandpolicies/Lists/Policies%202015/Attachments/2/Complaints%20-%20Intake%20and%20Management%20Policy.pdf&action=default)

Other relevant Catholic Education policies are the **Anti-Discrimination and Anti-Harassment Policy**, **Guidelines for Professional Conduct in the Protection of Children and Young People**, **Grievance and Dispute Handling – Performance Management of Staff**, **Grievance and Dispute Handling – Employee with School Leaders (Management Policy)**, **Workplace Anti-Bullying Policy**. They may be accessed via the following links:

Anti-Discrimination and Anti-Harassment Policy:

[https://intranet.cg.catholic.edu.au/formandpolicies/\\_layouts/15/WopiFrame.aspx?source=/formandpolicies/Lists/Policies%202015/Attachments/119/Anti-Discrimination%20and%20Anti-Harassment%20Policy.pdf&action=default](https://intranet.cg.catholic.edu.au/formandpolicies/_layouts/15/WopiFrame.aspx?source=/formandpolicies/Lists/Policies%202015/Attachments/119/Anti-Discrimination%20and%20Anti-Harassment%20Policy.pdf&action=default)

Guidelines for Professional Conduct in the Protection of Children and Young People:

[https://intranet.cg.catholic.edu.au/formandpolicies/\\_layouts/15/WopiFrame.aspx?source=/formandpolicies/Lists/Policies%202015/Attachments/57/Guidelines%20for%20Professional%20Conduct%20in%20the%20Protection%20of%20Children%20and%20Young%20People.pdf&action=default](https://intranet.cg.catholic.edu.au/formandpolicies/_layouts/15/WopiFrame.aspx?source=/formandpolicies/Lists/Policies%202015/Attachments/57/Guidelines%20for%20Professional%20Conduct%20in%20the%20Protection%20of%20Children%20and%20Young%20People.pdf&action=default)

Grievance and Dispute Handling – Performance Management of Staff:

[https://intranet.cg.catholic.edu.au/formandpolicies/\\_layouts/15/WopiFrame.aspx?source=/formandpolicies/Lists/Policies%202015/Attachments/24/Grievance%20and%20Dispute%20Handling%20-%20Performance%20Management%20of%20Staff.pdf&action=default](https://intranet.cg.catholic.edu.au/formandpolicies/_layouts/15/WopiFrame.aspx?source=/formandpolicies/Lists/Policies%202015/Attachments/24/Grievance%20and%20Dispute%20Handling%20-%20Performance%20Management%20of%20Staff.pdf&action=default)

Grievance and Dispute Handling – Employee with School Leaders (Management Policy):

[https://intranet.cg.catholic.edu.au/formandpolicies/\\_layouts/15/WopiFrame.aspx?sourcedoc=/formandpolicies/Lists/Policies%202015/Attachments/22/Grievance%20and%20dispute%20handling%20-%20Employee%20with%20School%20Leaders%20\(management\)%20Policy.pdf&action=default](https://intranet.cg.catholic.edu.au/formandpolicies/_layouts/15/WopiFrame.aspx?sourcedoc=/formandpolicies/Lists/Policies%202015/Attachments/22/Grievance%20and%20dispute%20handling%20-%20Employee%20with%20School%20Leaders%20(management)%20Policy.pdf&action=default)

Workplace Anti-Bullying Policy:

[https://intranet.cg.catholic.edu.au/formandpolicies/\\_layouts/15/WopiFrame.aspx?sourcedoc=/formandpolicies/Lists/Policies%202015/Attachments/22/Grievance%20and%20dispute%20handling%20-%20Employee%20with%20School%20Leaders%20\(management\)%20Policy.pdf&action=default](https://intranet.cg.catholic.edu.au/formandpolicies/_layouts/15/WopiFrame.aspx?sourcedoc=/formandpolicies/Lists/Policies%202015/Attachments/22/Grievance%20and%20dispute%20handling%20-%20Employee%20with%20School%20Leaders%20(management)%20Policy.pdf&action=default)

**St Anne’s Central School implements these policies through the following procedures:**

- Wherever possible, complaints should be raised directly with the person concerned via email, phone or face-to-face so the situation can be clarified. It is advisable that the complainant record their concerns in writing. An interview may be arranged at this time.
- If the issue is of a serious nature, then it should be directed immediately to the Principal who may direct this to Catholic Education or to FACS as a mandatory report.
- If the issue can be resolved, the staff member should make a note detailing the date, incident/issue and the action taken.
- If a resolution is not reached or if the complainant believes that the resolution is unsatisfactory then the complaint should be directed to the Assistant Principal or Principal.
- If the issue is resolved satisfactorily by the Assistant Principal or Principal, then notes should be made and placed in an appropriate file. Feedback should be given to the relevant staff member.
- If the situation is still unresolved within a reasonable timeframe, then the complainant or Principal may refer the matter to CE for advice.

**Approved by:** Executive  
**Issuing Group:** Executive  
**Implementation Date:** July 2016  
**Revision Date:** July 2021  
**Contact:** Principal