

# Complaints or Grievances Procedure

MacKillop College works in an educational partnership with parents/guardians for the benefit of all students. Upon entering into this partnership, families take on a number of important responsibilities which include: loyalty to the College community, a commitment to the College Vision and Mission Statements and support of all College policies and expectations.

It is acknowledged that there may be occasions when parents/guardians wish to express a complaint or grievance regarding College matters. Parents/guardians are encouraged to communicate with the relevant College personnel to discuss and resolve their complaint or grievance.

Most complaints or grievances are best dealt with informally and directly between the persons concerned, however, this may not always be possible.

Our procedure aims to ensure that:

- parents/guardians register their complaint or grievance with respect for all parties concerned
- we listen and take complaints or grievances seriously
- we respond to complaints or grievances within a reasonable time and in a courteous and efficient way and
- we take appropriate action with the full knowledge of all parties concerned.

Confidentiality is a major issue in the handling of complaints or grievances. Confidentiality shall be maintained at all stages of the complaint or grievance with communication limited to those people who need to be informed in order to resolve the complaint or grievance.

The College is available to assist parents/guardians through discussion in developing a clearer understanding of any College expectations.

Parents/Guardians are required to express their complaints or grievances in a calm and respectful manner towards all staff who may be involved. On presenting the complaint or grievance, the family must be able to be identified. Any anonymous complaint or grievance cannot be satisfactorily substantiated and therefore investigated, as the College would be unable to confirm them as genuine.

Complaints or grievances are best communicated with the person most closely concerned with the issue in one of the following ways:

- in person (preferably)
- by telephone
- by email

In having specific complaints or grievances addressed we recommend that initial contact be made with the relevant College personnel in the order listed below:

<b>Type of Issue</b>	<b>Order of individuals to communicate with for most appropriate resolution</b>
Curriculum Matters	<ol style="list-style-type: none"> <li>1. Subject Teacher</li> <li>2. Learning Area Leader</li> <li>3. Deputy Principal – Learning and Teaching</li> </ol>
Student’s Academic Progress	<ol style="list-style-type: none"> <li>1. Subject Teacher</li> <li>2. Learning Support Coordinator</li> <li>3. Year Level Coordinator</li> <li>4. Deputy Principal</li> </ol>
Wellbeing Concerns	<ol style="list-style-type: none"> <li>1. Homeroom Teacher</li> <li>2. Year Level Coordinator</li> <li>3. Director of Wellbeing</li> <li>4. Deputy Principal – Student Wellbeing</li> </ol>
General Student Behaviour	<ol style="list-style-type: none"> <li>1. Homeroom Teacher</li> <li>2. Year Level Coordinator</li> <li>3. Director of Wellbeing</li> <li>4. Deputy Principal – Student Wellbeing</li> </ol>
Transport Matters (including buses)	<ol style="list-style-type: none"> <li>1. Year Level Coordinator</li> <li>2. Director of Student Wellbeing (Year 11/12)</li> <li>3. Deputy Principal – Student Wellbeing</li> </ol>
Off Campus Issues (in and out of school hours)	<ol style="list-style-type: none"> <li>1. Deputy Principal – Student Wellbeing</li> </ol>
Uniform	<ol style="list-style-type: none"> <li>1. Homeroom Teacher</li> <li>2. Year Level Coordinator</li> <li>3. Director of Wellbeing</li> <li>4. Deputy Principal – Student Wellbeing</li> </ol>
Financial Issues	<ol style="list-style-type: none"> <li>1. College accountant</li> <li>2. Accountant – Finance Manager</li> </ol>
Staff	<ol style="list-style-type: none"> <li>1. Deputy Principal</li> </ol>
Privacy Laws/Act	<ol style="list-style-type: none"> <li>1. Principal</li> </ol>

In cases where the matter cannot be satisfactorily resolved, parents/guardians are encouraged to contact the College Principal’s office.