Rationale
As a Professional Learning Community (PLC), Our Lady Help of Christians School is committed to working collaboratively to meet the needs of all members of the school community. Our Lady Help of Christians School believes that the relationships within our school community are a very important part of developing a healthy culture. This culture is centered on the Gospel values, the implementation of Schoolwide Positive Behaviour and Support (SWPBS) and the school’s 3 Rs mantra - respectful, responsible, and resilient. In any community there are times when members feel a need to raise concerns. Such concerns can be resolved by engaging in an open and respectful conversation, however, there may be occasions when a member feels the need to make a formal complaint. All members of the school community have a right to be treated with respect and courtesy while having their concerns heard.

Aims
To provide a process that promotes harmony in a positive and productive school environment. To provide guidelines for resolving concerns and grievances in a fair and consistent way.

Implementation
1. Identify the facts and full extent of the information about the problem.

2. Decide whether the problem is a concern, inquiry or formal complaint.
   - If a concern or enquiry, make an appointment to meet with the classroom teacher.
   - If a formal complaint, make an appointment to meet with the Principal or Parish Priest.
3. Remain calm and state the facts without becoming emotional or making a personal attack.

4. Teacher and parent/carer will negotiate an action plan (see Appendix 1).

5. If the matter has not been resolved as a result of the action plan, a formal written complaint can be made to the Principal or Parish Priest (see Appendix 2).

6. All communications will be confidential unless otherwise agreed on.

7. All concerns, queries and formal complaints will be responded to within 7 days.

8. All formal complaints and the actions taken will be fully documented.

9. A person making a formal complaint may withdraw it at any time. Withdrawal should be in writing.

10. If a formal complaint is made against a person, that person will be informed of the nature of the complaint and have the right to respond.

11. If the matter cannot be resolved at the school level, a formal complaint can be referred to other authorities within the Catholic Education Office.

12. No one will be victimised as a result of making a formal complaint.

13. A person making a formal complaint has the right to be represented and supported by another person or agency, e.g. union, work colleague, friend, or other person of choice.

14. The Catholic Education Office Regional Consultant or the Director of Catholic Education may arbitrate in ongoing grievances issues.

**Evaluation**

This policy will be reviewed as part of the 4 year school improvement framework cycle.

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Our Lady Help of Christians Parish School, Wendouree

**Communicating Grievances and Complaints**
Flowchart 1

Concern / Inquiry
Gather the facts

If there are reasons why it should not be taken directly to the person
Go directly to Formal Complaint

Satisfactory Outcome
Make an appointment through the diary to meet with the Teacher and Principal or Principal’s delegate if necessary
Negotiate an Action Plan (see appendix 1)

If no satisfactory Outcome
Formal Complaint
Make an appointment to meet with the Principal (see appendix 2)
All concerned informed and given the right to respond
Advocate may be invited

Satisfactory Outcome
Make an appointment to meet with the Parish Priest/Canonical Advisor

If no satisfactory Outcome
Refer to School Consultant with the Catholic Education Office Ballarat

Satisfactory Outcome
No satisfactory Outcome

Flowchart 2 (next Page)
Our Lady Help of Christians Parish School, Wendouree

Communicating Grievances and Complaints

Flowchart 2
Involving the Catholic Education Office and/or External Agency

1. Complaint

2. Using the OLHC process (Flowchart 1)

3. No satisfactory Outcome

   a. Catholic Education Office Designated Person

   b. No satisfactory Outcome

   c. Reviewed

4. Final Decision
Our Lady Help of Christians
Parish School
Action Plan

This action plan results from a concern or an enquiry raised by
______________________________ .

<table>
<thead>
<tr>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Present</td>
</tr>
<tr>
<td>Venue</td>
</tr>
<tr>
<td>Issue</td>
</tr>
</tbody>
</table>

| Proposed Action |  

| Referral  
* e.g. pass the baton, update staff |  

| Review  
* Date or action  
* e.g. phone call or note in diary |  

Signed: ____________________________________________________

Appendix Two
Our Lady Help of Christians Parish  
School  
Formal Complaint

<table>
<thead>
<tr>
<th>Family Name</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Given Name(s)</td>
<td></td>
</tr>
<tr>
<td>Address</td>
<td></td>
</tr>
<tr>
<td>Phone Numbers</td>
<td>home:</td>
</tr>
</tbody>
</table>

Have you discussed your matter with the classroom teacher?  
Yes  
No

If Yes, when?  

What was the result?  

Please give details of the complaint.  

Please give details of the outcome you are seeking.  

Date:  
Signature:

Privacy Notice:  
The information provided on this form will be used by the school to follow up your complaint. The information may be provided by OLHC school to the Catholic Education Office who monitor the services provided by the school or to the police for law enforcement purposes. The provision of this information is voluntary. It will be stored securely. You may correct any personal information provided at any time by contacting the school office.