

## Complaints Resolution Pathway for Parents and Carers

Parents concerns should be addressed directly to the school in the first instance.

### SCHOOL CONCERN (within classroom)

Refer to **Step 1** in resolution process

### SCHOOL WIDE CONCERN

Refer to **Step 2** in resolution process

### CATHOLIC SCHOOLS BROKEN BAY

Escalated concerns should be made in writing. Refer to **Step 3** in resolution process

### DIRECTOR OF SCHOOLS

Concerns must be made in writing within 10 working days from the initial complaint decision. Refer to **Step 4** in resolution process \*



## Important Points to Remember

### Prior to making a complaint

- ▶ Complaints are most effectively resolved when raised at the school level.
- ▶ Your child's school is your first point of contact.
- ▶ A positive relationship between parent/carer and school is important.

### Making a complaint about a school

- ▶ Provide complete and factual information as soon as you can, together with your desired outcome, via our [Complaints Resolution and Feedback Form](#).
- ▶ Make your complaint as calmly and rationally as possible.
- ▶ Avoid making frivolous or vexatious complaints or deliberately using false or misleading information.
- ▶ Speak directly to the school principal if your complaint relates to general school matters or school policy.
- ▶ Where your complaint relates to abuse or neglect, please contact the Safeguarding team in the first instance.
- ▶ If you make a complaint about a staff member, they will generally be told and offered the right of reply.

### Contact Us:

#### Community Engagement Team

[Complaints Resolution and Feedback Form](#)

[Complaints Management and Resolution Policy](#)

[Complaints Management and Resolution Process](#)

E: [CET@dbb.catholic.edu.au](mailto:CET@dbb.catholic.edu.au)

#### Catholic Schools Broken Bay Safeguarding Office

P: 02 7256 2211 E: [safeguarding@dbb.catholic.edu.au](mailto:safeguarding@dbb.catholic.edu.au)

Catholic Schools Broken Bay  
w: [csbb.catholic.edu.au](http://csbb.catholic.edu.au)



# Complaints Resolution and Feedback

A consistent, effective and efficient process for positively resolving concerns in our school community.



\* The outcome of the review by the Director of Schools or their delegate will be binding on all parties.

## Introduction

Within the reality of the schooling experience, it is recognised that, from time to time, misunderstandings, differences of opinion and situations of dissatisfaction may give rise to concerns or complaints which need to be resolved.

### Catholic Schools Broken Bay is committed to:

- ▶ Supporting a harmonious and safe environment for all students, parents / carers where issues and concerns can be raised.
- ▶ Providing a fair, efficient, and accessible complaints resolution process for positively resolving concerns in our school communities.
- ▶ Timely resolution of complaints at the school level where possible.

### This brochure:

- ▶ reflects the Complaints Management and Resolution Policy and associated procedures, which can be found at [csbb.catholic.edu.au](http://csbb.catholic.edu.au)
- ▶ explains what to do when discussions about an issue or concern do not provide resolution.

### Complaints of abuse or neglect

If your complaint alleges a child/ren are at risk from abuse, harm or neglect by an adult or another child, report the complaint immediately to Catholic Schools Broken Bay Safeguarding team on (02) 7256 2211 or via email at [safeguarding@dbb.catholic.edu.au](mailto:safeguarding@dbb.catholic.edu.au) Such matters can also be reported directly to NSW Police.



## Complaints Resolution Process

The following process will help you and the school reach an outcome that is in the best interests of your child.

### 1. Discuss your concern with the class teacher

The best outcomes arise when complaints and concerns are addressed to, and quickly resolved with the relevant member of staff. In Primary Schools, this would usually be the classroom teacher, in Secondary Schools it may be the Year Coordinator or Pastoral Care Coordinator.

### 2. Discuss your concern with the principal (or their delegate)

Where the complaint cannot be immediately resolved after speaking to your child's teacher, you can raise your complaint with the school principal (or their delegate).

The principal may be able to help you and the teacher resolve the problem. They will assess your concern, obtain sufficient information allow for a proper assessment and a timely resolution.

Complaints to the principal can be submitted at a pre-arranged meeting, in writing or via email. Receipt of a complaint will be acknowledged by the school.

### 3. Contact the Catholic Schools Broken Bay Community Engagement Team

If you have not reached a resolution through steps 1 and 2, you should contact the Community Engagement Team. You can lodge your complaint by email, or online via our [Complaint Resolution and Feedback form](#). Your complaint should outline the steps you have taken to resolve the issue and outline your desired outcome.

Your name and the nature of your complaint will be sent to the principal of your school. A representative from the Community Engagement Team will then work with you and the school to seek a resolution.

The complaint resolution process will be completed as quickly as possible and no longer than twenty-one (21) days from the date of receipt of the complaint, unless there are extenuating circumstances that lead to a reasonable delay, in which case you will be advised.

Once an outcome of the complaint is determined this shall be shared with the complainant, including any action to be taken, and the reasoning behind the decision. There can be limitations on what details can be provided, where the privacy of others may be compromised.

### 4. Contact the Office of the Director of Schools

If your issue has not been resolved through this process, or if you would like a review of the complaint outcome because you have information that the complaint outcome was incorrect, you can lodge a request with the Office of the Director of Schools.

Your request must be in writing addressed to the Office of the Director and be made within 10 working days from the initial complaint decision. Your request should provide a short summary of the issue, the rationale for the review, and proposed resolution.

The Office of the Director of Schools will respond to the request as expeditiously as possible, usually no more than 10 working days.

Whilst it remains the strong preference of Catholic Schools Broken Bay that mutually acceptable outcomes be negotiated, the outcome of the review by the Director of Schools will be binding on all parties and no further appeal will be possible.

## VALUES



FAITH



JOY



WITNESS



COMPASSION



COURAGE