

Emmaus Catholic College

Kemps Creek



Complaint Handling Policy & Procedures

Rationale

Emmaus Catholic College is committed to providing all students and staff with a safe and respectful learning environment. This policy outlines the procedures for staff, students, parents or members of the wider community who may wish to raise a concern about an issue at the College that they deem to be unsatisfactory or unreasonable. Central to this process is the need to ensure procedural fairness for both the complainant and the respondent.

This document supports CEDP policies pertaining to Complaint Handling Procedures and Guidelines (see attached). All complaints and grievances are managed in relation to these documents and can be accessed on OSCAR.

At Emmaus Catholic College we are committed to ensuring that complaints are addressed appropriately and that they are documented according to the CEDP Complaints Handling Procedures. The following principles govern the way in which any complaint is managed:

- Complaints will be investigated in a fair and objective manner.
- The respondent is entitled to know detailed information about the nature of the complaint and have the opportunity to respond.
- Confidentiality will be observed at all times to protect all parties.
- The complainant will not be victimised.
- It is expected that complaints are made in good faith and are not malicious or vexatious in nature.
- Complaints will be addressed in a timely manner.
- Decisions relating to complaints are based on relevant and reliable evidence.

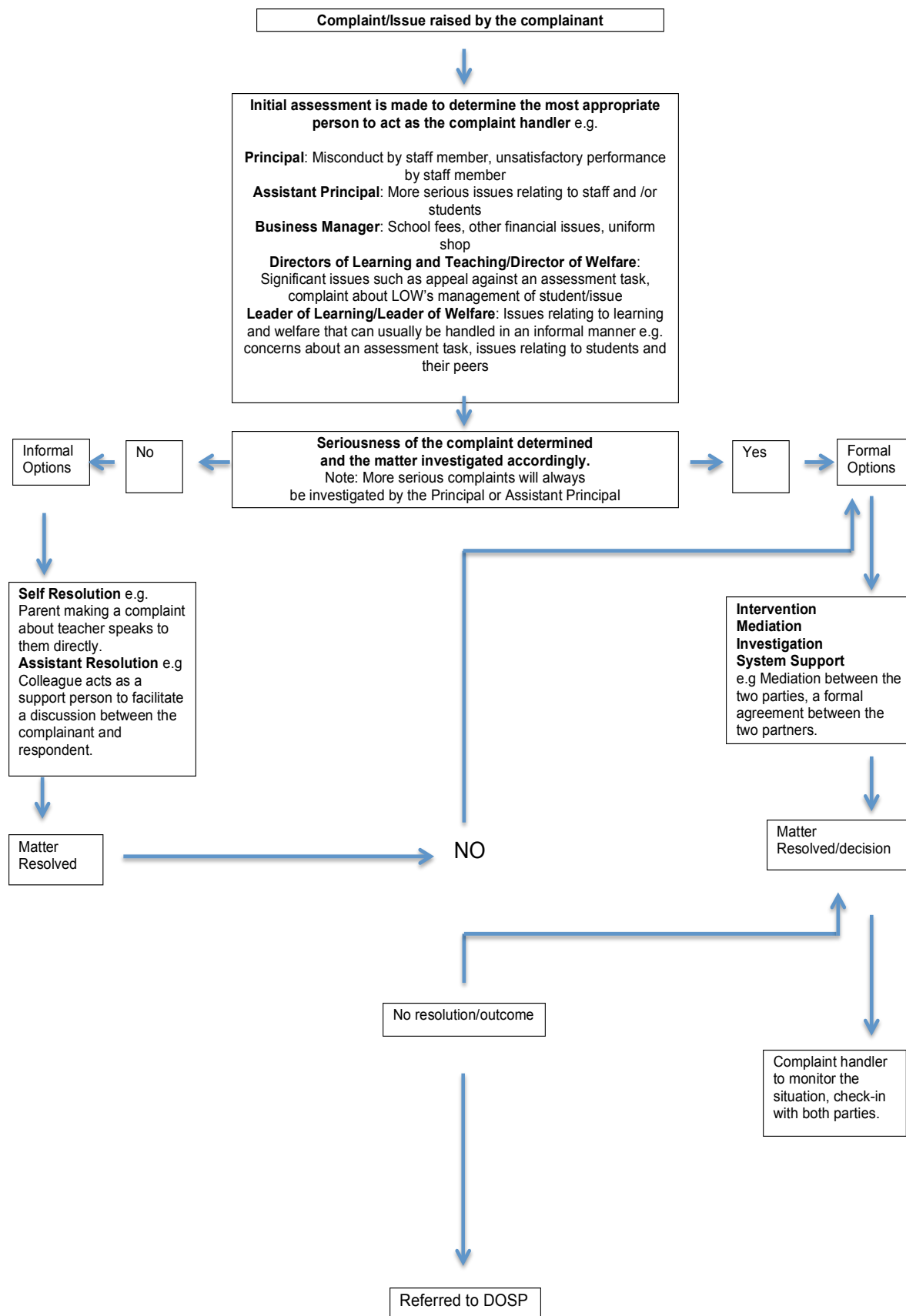
Complaint Intake

Complaints can be made in person, phone call, email, fax or letter. As per the CEDP policy, generally, student complaints will be processed through school-based procedures relating to Pastoral Care or Student Management. The CEDP Complaint Handling Procedures may be used in matters assessed as more serious in nature and involving an adult as one of the parties.

When a complaint is made an 'Intake Form' is completed. These Intake Forms will be filed and stored appropriately in a secure area at ECC.

Note: When an anonymous complaint is made, no action will be taken unless the allegation is reportable conduct and action must be taken in accordance with the NSW Ombudsman's Act.

Complaint Handling Procedures at Emmaus Catholic College





Intake Form For Complaints

Confidential

Date:	<input type="checkbox"/> phone call	<input type="checkbox"/> in person	<input type="checkbox"/> email	<input type="checkbox"/> fax	<input type="checkbox"/> letter
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Name of person making contact:	Phone:
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Name of person receiving complaint:

Nature of matter:

Advice / Action:

Advice provided by:	Date:
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Assessment (Principal or Principal's delegate)

- ☐ Report to FACS Helpline / Police
- ☐ Non-reportable matter (EXEMPTION a, b, or c) under Ombudsmen's Act 1974 – file established at CEO
- ☐ Reportable to Ombudsmen – file established at CEO
- ☐ Not in jurisdiction – managed by ☐ Principal ☐ Assistant Principal ☐ Director of System Performance
- ☐ Other _____
- ☐ Matter resolved, no further action required

Assessment made by:	Date:
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Name and location of associated file:	
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Please file this form in the complaints register

Attach original documentation (if any) of this complaint (eg Communication slip) to this form