

St. Mary MacKillop Primary School is a school which operates with the consent of the Catholic Archbishop of Melbourne and is owned, operated and governed by Melbourne Archdiocese Catholic Schools Ltd (MACS).

Rationale

St. Mary MacKillop Primary School is committed to building a school community that features positive and respectful relationships. Within our school, relationships are founded in the Gospel values of justice, compassion, reconciliation and kindness. Such relationships support the learning and development of students and value the innate dignity of each person. It is important that each member of the community, including staff, parents and students, are contributors to the building of the school community. A timely and professional response to parent complaints is an effective means of encouraging communication, building trust and resolving issues for the betterment of all concerned.

St. Mary MacKillop Primary School understands that from time to time complaints arise regarding aspects of our school's operation of programs and activities, and that it is important that all members of the community have the opportunity to be heard. St. Mary MacKillop Primary School commits to ensuring procedural fairness is observed when dealing with complaints and grievances.

Positive, clear and effective procedures and processes for resolving grievances between the school and community members can assist in building strong relationships, dispelling anxiety and ultimately resolving complaints and grievances.

Complaints against clergy or other religious persons

If the complaint relates to the clergy or other religious persons involved with St. Mary MacKillop Primary School, the Complainant should contact and seek advice from the Professional Standards Unit of the Catholic Archdiocese of Melbourne, 486 Albert Street, East Melbourne. Contact 03 9926 5621 or

Formal resolution procedures

If the grievance or concern is about broader school issues, school staff or serious issues, it is difficult to discuss with classroom teachers or if the issue not been satisfactorily resolved, Complainants are invited to make an appointment to speak with the Principal.

- In all cases, confidentiality is respected. Only the people who need to know about the issue will be involved. The people who need to be informed will be discussed at the meeting.
- Community members may be accompanied by a support person at appointments to resolve grievances.
- All formal discussions and procedures involving grievances will be documented.
- Every attempt will be made to address an issue and, where resolution is possible, it will be reached in

Expectations of and information

Any inquiry conducted by the School will be done so in a timely, efficient and confidential manner, ensuring the fair principles of natural justice are applied for all. Parents will be provided with an anticipated timeframe for a resolution. The staff member conducting the inquiry will record the details of the inquiry.

Privacy laws may prohibit information being provided to the Complainant of any specific action that has been taken in relation to individuals about whom the complaint has been raised.

Outcomes of complaints

Outcomes to complaints and grievances can include the following:

- apology – either verbal or written
- mediation – with an internal or external mediator
- official warning
- disciplinary action
- behavioural contract (in the case of a student)
- pastoral or spiritual care

