



Complaints Handling Policy

1.0 Preamble

The Complaints Handling Policy of Saint Ignatius College Geelong (SICG) has as its foundation the “cura personalis” (individual care and concern for each person) which is an essential aspect of Jesuit Education as provided in the Characteristics of Jesuit Education.

SICG is committed to providing a professional and safe environment for all however the school acknowledges that employees, students, parents, caregivers or others who have interaction with the College can sometimes feel aggrieved. This may be about something that they perceive has occurred at SICG which appears to be discriminatory, or constitutes harassment, or is so unreasonable as to cause concern.

The Characteristics of Jesuit Education stress the responsibility of each individual to show respect for other members of both the school and the wider community at all times.

2.0 Purpose

The purpose of this policy is to provide a foundation for the *SICG Complaints Handling Procedure* by which an employee, student, parent, caregiver or others who have interaction with the College can have a complaint addressed. For example if a person feels they are being harassed or discriminated against the *Complaints Handling Procedure* outlines how the concern will be dealt with.

An employee, student, parent, caregiver or others who have interaction with the College may make a complaint about any decision, behaviour, act or omission that she or he feels is discriminatory, constitutes harassment or is unreasonable.

Raising the complaint directly with the person perceived as causing the grievance may sometimes address the concerns of the aggrieved person. However that is not always possible. Whilst most concerns can be addressed through direct discussion between the parties, there may be instances where raising the concern with the other person on a face-to-face basis is not appropriate or possible.

This policy and the *Complaints Handling Procedure* do not apply to any decision, behaviour, act or omission about:

- child protection issues (covered by the relevant legislation),
- staff employment issues (covered by the Agreement and relevant legislation),
- enrolment issues (covered by the SICG Enrolment Policy).



Saint Ignatius College Geelong

3.0 *Key Elements*

(i) Impartiality

A formal complaint will be investigated in a fair and impartial manner as per the SICG Complaints Handling Procedure.

(ii) Confidentiality

Matters relevant to the SICG Complaints Handling Policy will remain confidential. The only people who will have access to information about a complaint are:

- the person making the complaint
- the person about whom the complaint is made
- witnesses, as nominated by the complainant and the accused
- the person investigating the complaint
- the principal or his delegate

(iii) Vexatious or malicious complaints

There is an underlying assumption that all complaints are made in good faith.

(iv) Respect

There is an underlying assumption and expectation that the parties involved will demonstrate respect and understanding for each other's point of view and differences of opinion and practice.

(v) Timeliness

Each complaint will be dealt with as efficiently as possible.

4.0 *Approval and Review*

Approval: Approved by the Saint Ignatius College Geelong Board on July 24th 2013.

Review: This policy is to be reviewed biennially.
The next review is due to occur in Term 2, 2015.