

## COMPLAINTS AND GRIEVANCES

All teaching staff are responsible for the implementation of the Complaints and Grievances procedure as outlined in the Complaints and Grievances Policy and Procedures Documents.

The following Key Steps should be followed according to the CSO Complaints and Grievances Resolution Policy (2013).

1. Complaints and Grievances should be raised at the earliest possible time. Class based complaints and grievances should be raised with the student's class teacher. All other complaints and grievances should be directed to the principal and/or their delegate. Should this not be possible, the Principal is the appropriate person to address a concern.
2. Where the class based complaint and grievance is not resolved by the teacher this should also be directed to the Principal and/or delegate
3. Where a complaint or grievance is not resolved by the Principal after all efforts have been made to do so, or the complaint or grievance is about the Principal, the parent/carer should refer the concern to the Catholic Schools Office via the Parent Liaison and Resources Officer or the Executive Assistant to the Director of Schools. The Parent Liaison and Resource Officer will refer the matter to the relevant Assistant Director for resolution.
4. Where the complaint or grievance remains unresolved the Parent/Carer or the Assistant Director may refer the matter to the Director of Schools for review. A formal avenue of appeal is available in accordance with the Diocesan Pastoral Care Policy. All such appeals should be made to the Director of Schools in writing and in a timely manner.
5. If ultimately the Parent/Carer is not happy with the way their complaint or grievance has been dealt with by the school or the Catholic Schools Office, they may wish to go to an external agency or legal advocate for advice and assistance.